

IFS Certification Exams

Automated Online Proctoring - User Guide

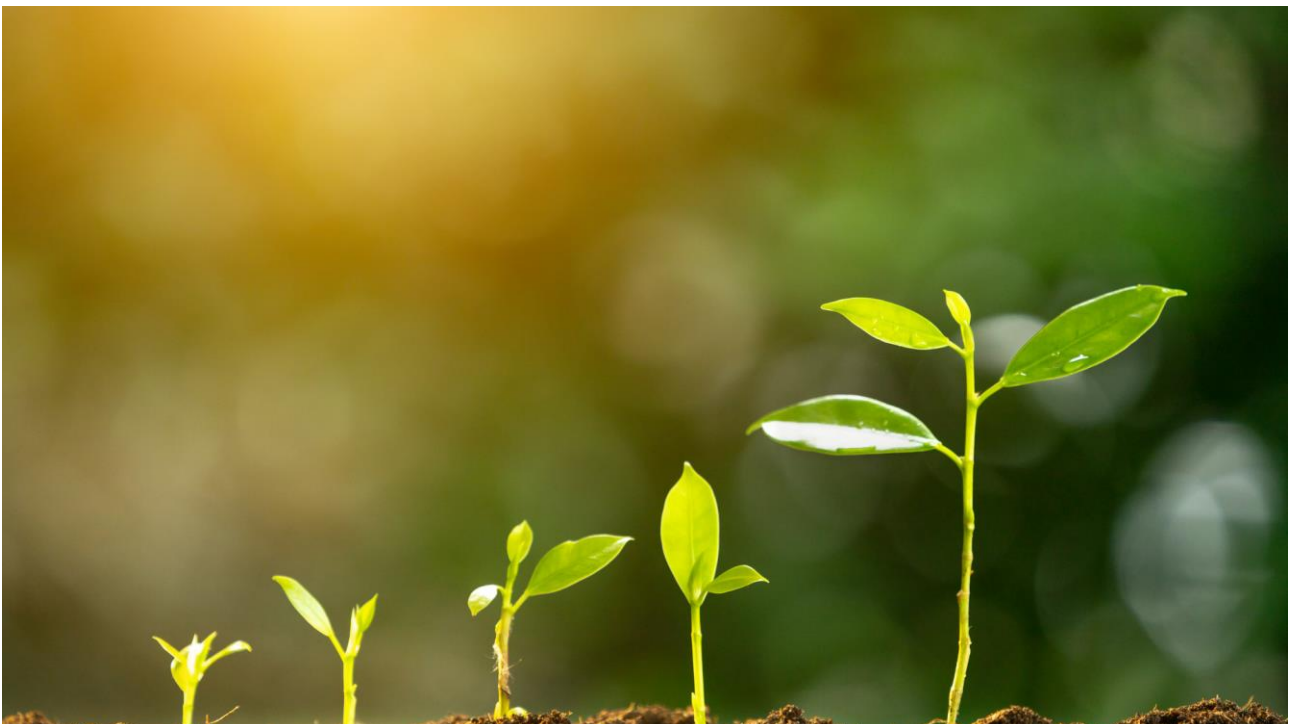


Automated Online Proctoring – User Guide

This User Guide will walk you through the steps required when using the Automated Online Proctoring solution from Examity to complete your IFS Exam.

This guide cover two areas:

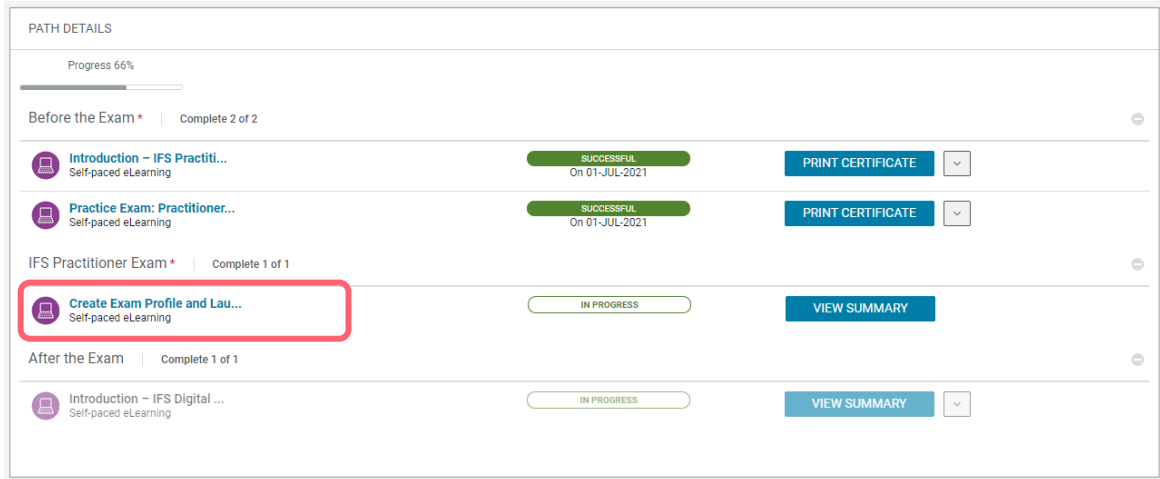
- Register and Create your Exam Profile
- Launch and Complete Your Proctored Exam



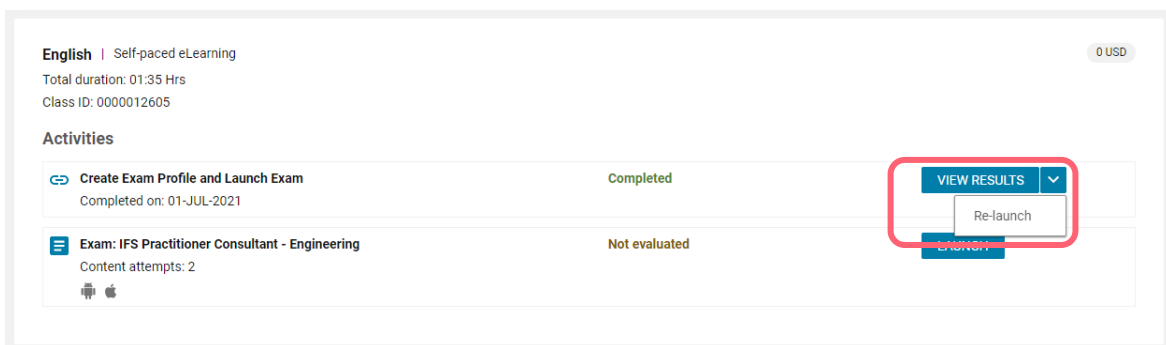
Register and Create your Exam Profile

The first time you are to complete an IFS Exam you need to create your personal Exam Profile on the Examity webpage.

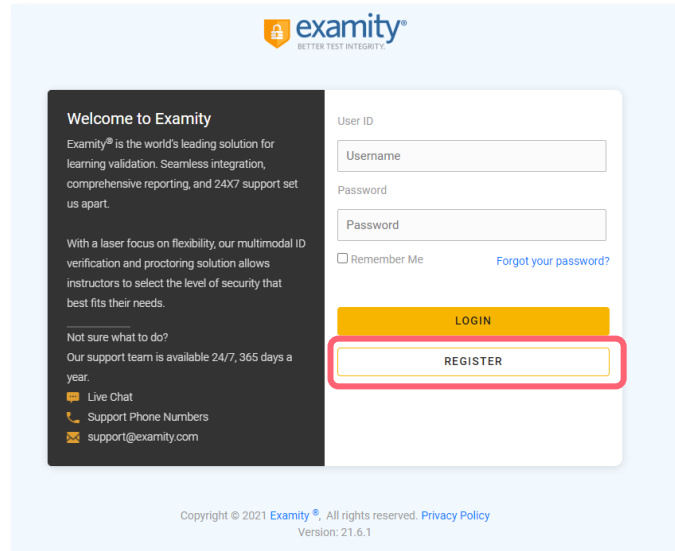
- **Log in** to the IFS Academy LMS and access your exam
- **Click** on **Create Exam Profile and Launch Exam**



- **Click** on the **Launch/Re-Launch** button next to **Create Exam Profile and Launch Exam**
- This opens a new window (the Examity Website)



- Click on Register



The image shows the Examinity login and registration interface. On the left, a dark grey box contains a 'Welcome to Examinity' message and contact information. On the right, a white box contains the login and registration fields. The 'REGISTER' button is highlighted with a red rectangular border.

examinity®
BETTER TEST INTEGRITY

Welcome to Examinity
Examinity® is the world's leading solution for learning validation. Seamless integration, comprehensive reporting, and 24x7 support set us apart.

With a laser focus on flexibility, our multimodal ID verification and proctoring solution allows instructors to select the level of security that best fits their needs.

Not sure what to do?
Our support team is available 24/7, 365 days a year.

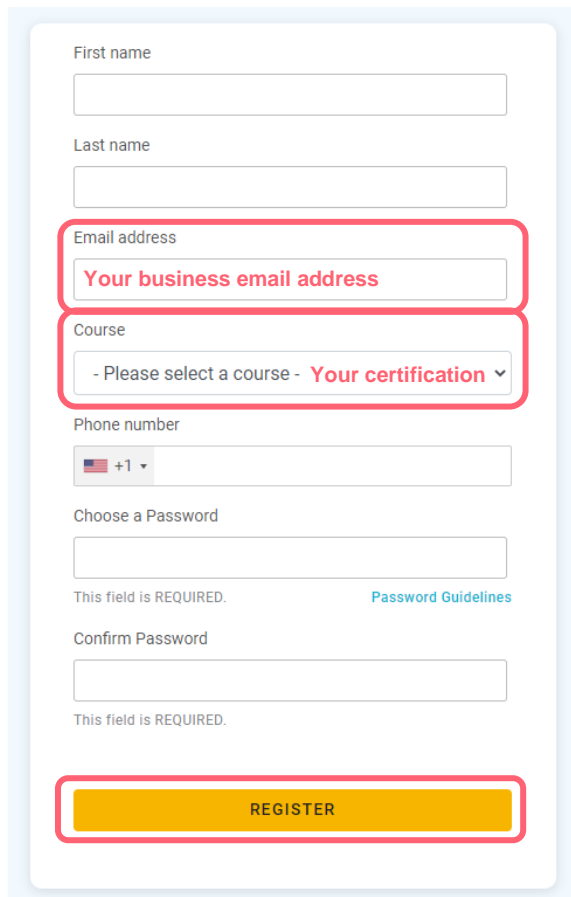
Live Chat
Support Phone Numbers
support@examinity.com

User ID
Username
Password
Password
☐ Remember Me [Forgot your password?](#)

LOGIN
REGISTER

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Version: 21.6.1

- Complete the Online Form
 - Enter your **Business Email Address** (the email address connected to your account on the IFS Academy LMS)
 - Select your **Certification**
 - Click on Register



The image shows a registration form with several fields. The 'Email address' field, the 'Course' dropdown menu, and the 'REGISTER' button are highlighted with red rectangular borders.

First name
Last name
Email address
Your business email address
Course
- Please select a course - **Your certification** ▾
Phone number
+1
Choose a Password
This field is REQUIRED. [Password Guidelines](#)
Confirm Password
This field is REQUIRED.

REGISTER

- You will then receive a **confirmation email** to the email address entered in the form
- This email includes a **confirmation link**
- **Click** on the **link**
- This opens a new window allowing you to **log in to the Examity webpage**
- When you log in the first time you will be prompted to **complete your Exam Profile**
- **Validate** your personal details
- Once completed, **click** on **NEXT**


Welcome to Examity! Before you can access your exam, you must complete your profile.


Set up your profile

- 1 Add your information
- 2 Create your Photo ID
- 3 Create challenge questions
- 4 Submit your digital signature

Not sure what to do?

Our support team is available 24/7, 365 days a year.

 Support Phone Number

 support@examity.com

Tell us a bit about you

First Name

Last Name

Username

If you do not use Single Sign On (SSO) please use this username to log in to Examity.

Email Address

Phone Number

Please provide us with the best number to reach you, should we need to contact you.

+ 1

Time Zone

Set TimeZone Automatically ☒

2:04 PM Central European Standard Time 7/7/2021

Europe

Central European Standard Time

This will allow our schedule to reflect exam slots in your time zone.

NEXT

- Use the camera to **take a photo** of yourself or **upload a photo** of yourself
- Once completed, **click** on **NEXT**

Welcome to Examy! Before you can access your exam, you must complete your profile.

Set up your profile

- ✓ Add your information
- 2 Create your Photo ID**
- 3 Create challenge questions
- 4 Submit your digital signature

Not sure what to do?


Our support team is available 24/7, 365 days a year.

📞 Support Phone Number

✉ support@examy.com


Photo ID

Use the buttons below to take or upload a photo of yourself.



Take a picture

OR



Upload an image

NEXT

- **Select** three Challenge Questions and **enter your answers**
- Once completed, **click** on **NEXT**

Welcome to Examy! Before you can access your exam, you must complete your profile.

Set up your profile

- ✓ Add your information
- ✓ Create your Photo ID
- 3 Create challenge questions**
- 4 Submit your digital signature

Not sure what to do?

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Challenge Questions

Challenge Question 1

Select a question

Type your answer

Challenge Question 2

Select a question

Type your answer

Challenge Question 3

Select a question

Type your answer

NEXT

- **Type your first and last name** into the boxes as instructed
- Once completed, **click** on **COMPLETE PROFILE SETUP**

Welcome to Examity! Before you can access your exam, you must complete your profile.

Set up your profile

- ✓ Add your information
- ✓ Create your Photo ID
- ✓ Create challenge questions
- 4 Submit your digital signature**

Not sure what to do?

Our support team is available 24/7, 365 days a year.

📞 Support Phone Number


✉ support@examity.com

Digital Signature

Digital signature input

COMPLETE PROFILE SETUP

- Now your **Exam Profile** is completed
- You can **check if your computer meets the requirements** for completing the Online Proctored Exam now if you wish, else **SKIP TO EXAMS DASHBOARD**



Your profile has been created

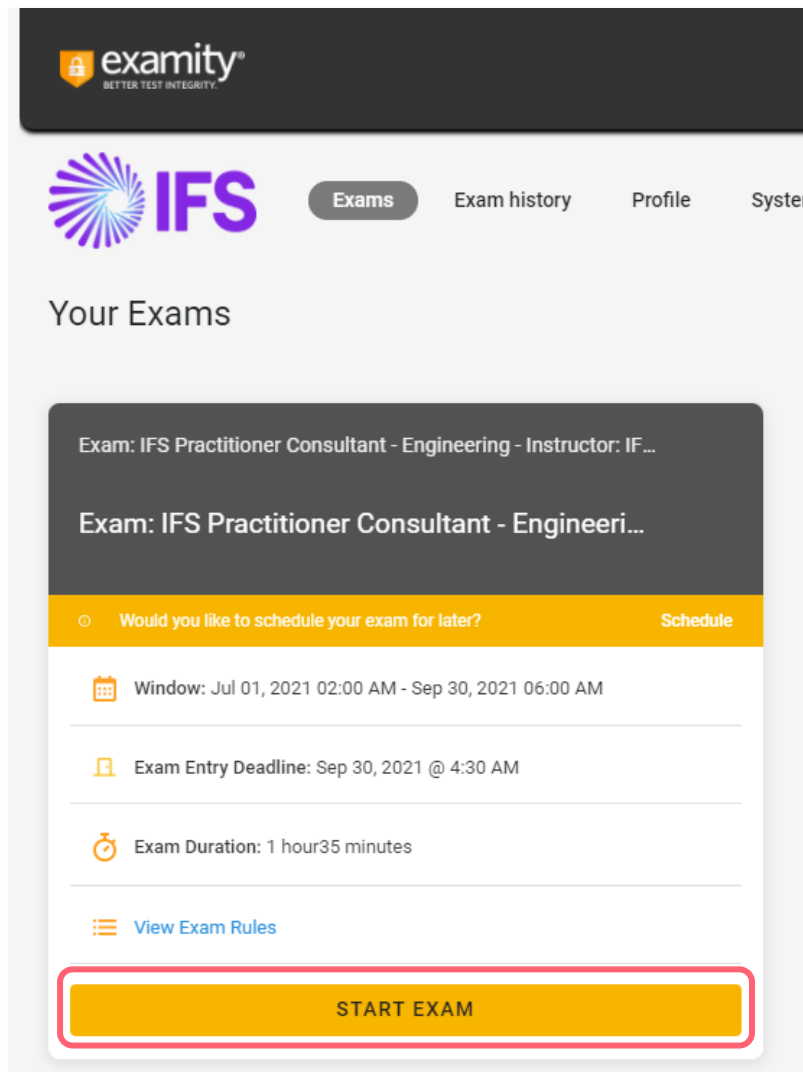
You are now able to schedule exams with Examity.

Is this the computer you'll be using during the exam? If so we strongly encourage you to run a computer requirements check.

CHECK IF YOUR SYSTEM MEETS EXAMITY REQUIREMENTS

SKIP TO EXAMS DASHBOARD

- You will find the Exam you selected when starting the Registration process on your dashboard
- If you wish you can start your exam immediately by clicking on **START EXAM**, else **close the window**

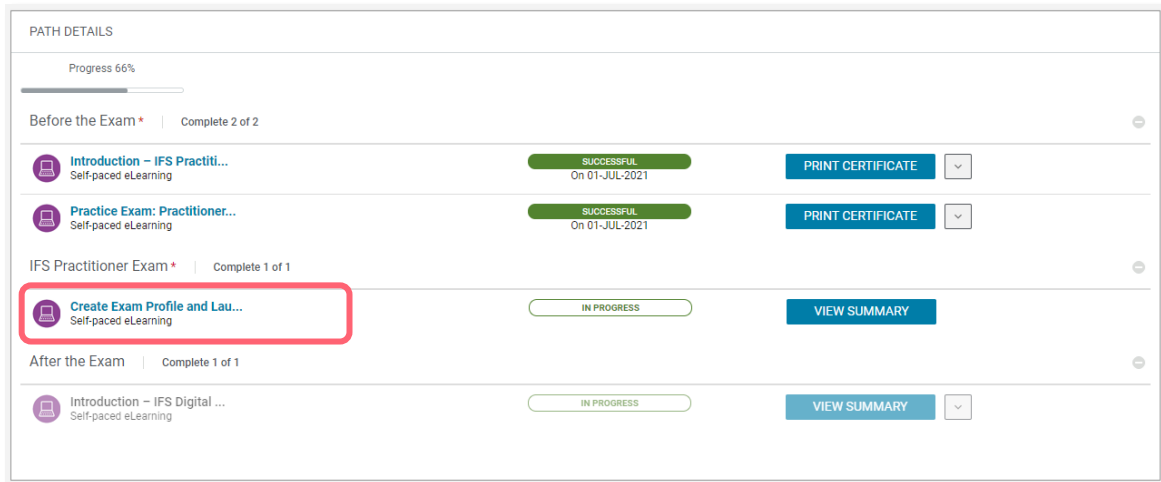


When you are ready to start your exam you access the Examity page through the IFS Academy LMS.

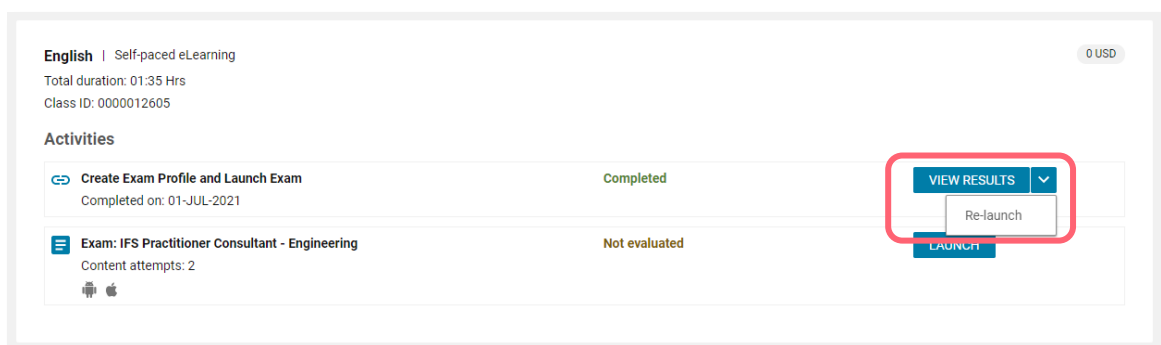
Next section will show you the process for how to **Launch and Complete your Proctored Exam**.

Launch and Complete your Proctored Exam

- **Log in** to the IFS Academy LMS and access your exam
- **Click** on **Create Exam Profile and Launch Exam**

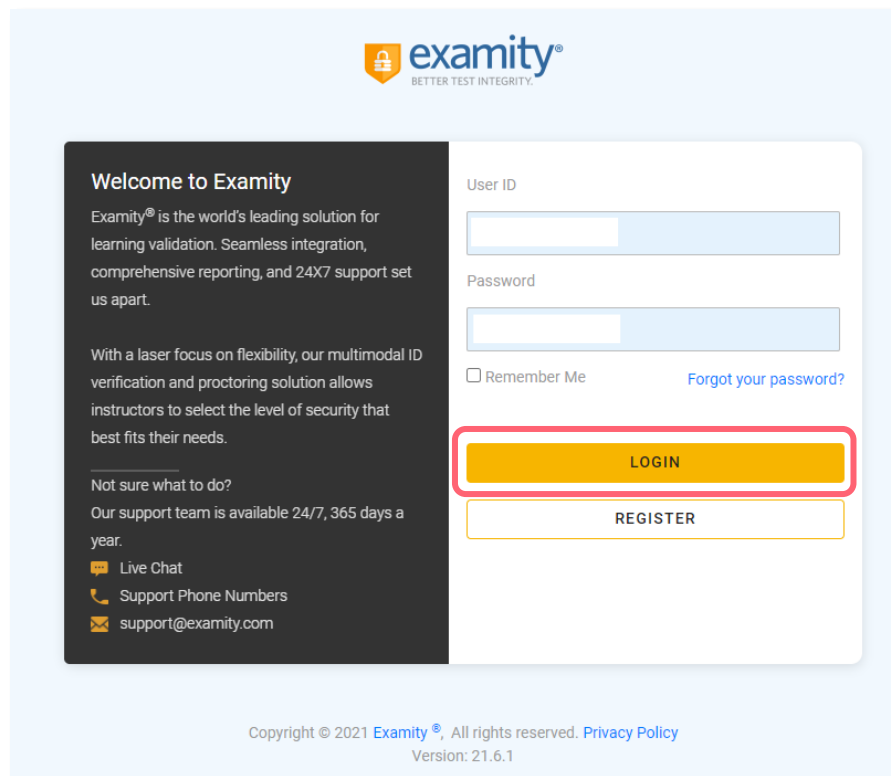


- **Click** on the **Launch/Re-Launch button** next to **Create Exam Profile and Launch Exam**
- This opens a new window (the Examity Website)



This button has different layout depending where you are in the process. Always use this button when you wish to access the Examity website to schedule or launch an exam.

- Enter your login details
- Click on **LOGIN**



The image shows the Examity login page. On the left, there is a dark grey box with the text "Welcome to Examity" and a description of the service. On the right, there is a white box with the Examity logo and tagline "BETTER TEST INTEGRITY.". Below the logo, there are input fields for "User ID" and "Password". There is a "Remember Me" checkbox and a link "Forgot your password?". At the bottom of the white box, there are two buttons: "LOGIN" (highlighted with a red border) and "REGISTER".

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Version: 21.6.1

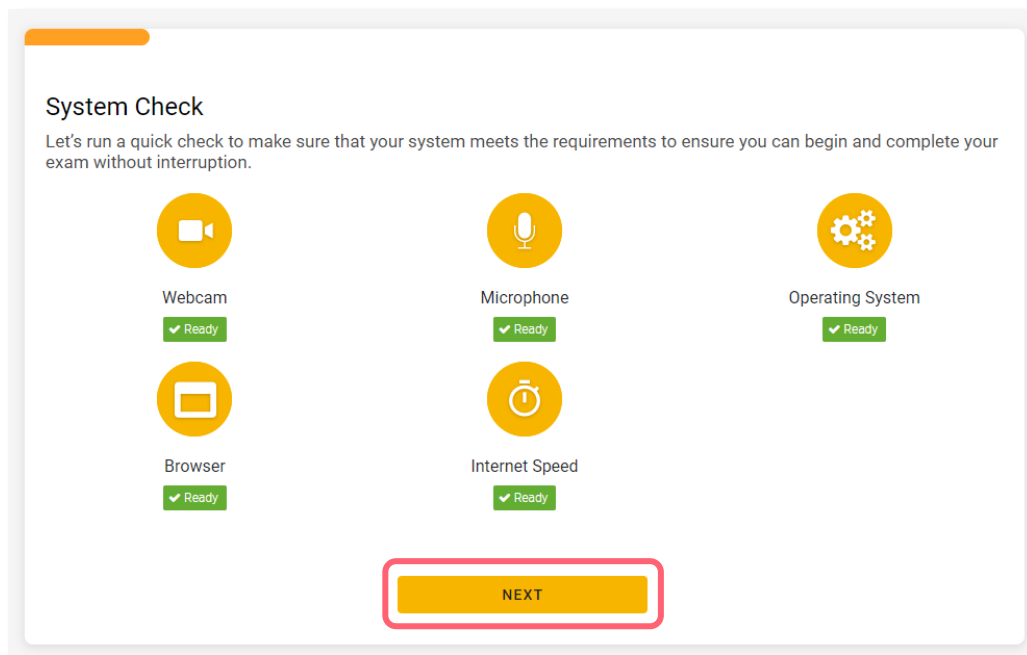
- Find your exam
- Click on **START EXAM**



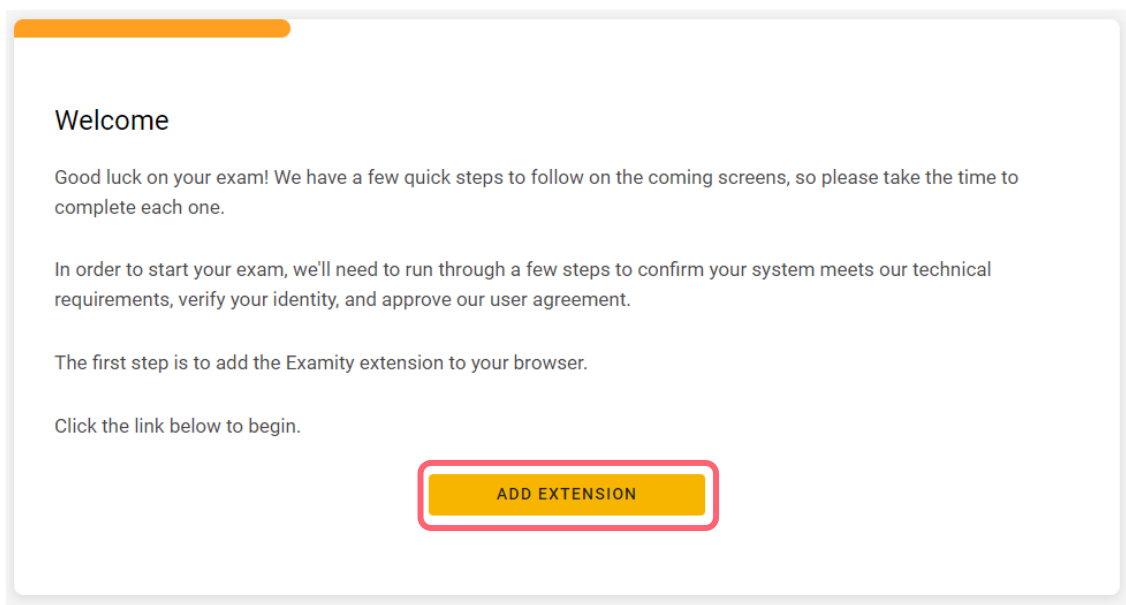
The image shows the exam details page. At the top, there is a dark grey box with the text "Exam: IFS Certified Practitioner - Field Service Management - ...". Below this, there is a white box with the text "Exam: IFS Certified Practitioner - Field Servic...". Below the white box, there is a yellow box with the text "Would you like to schedule your exam for later?" and a "Schedule" button. Below the yellow box, there is a white box with the text "Window: May 01, 2021 06:00 AM - Jan 01, 2023 05:30 AM". Below the white box, there is a white box with the text "Exam Entry Deadline: Jan 1, 2023 @ 3:50 AM". Below the white box, there is a white box with the text "Exam Duration: 1 hour45 minutes". Below the white box, there is a white box with the text "View Exam Rules". At the bottom of the page, there is a yellow box with the text "START EXAM" (highlighted with a red border).

If your exam is not scheduled, you can schedule this for immediate access.

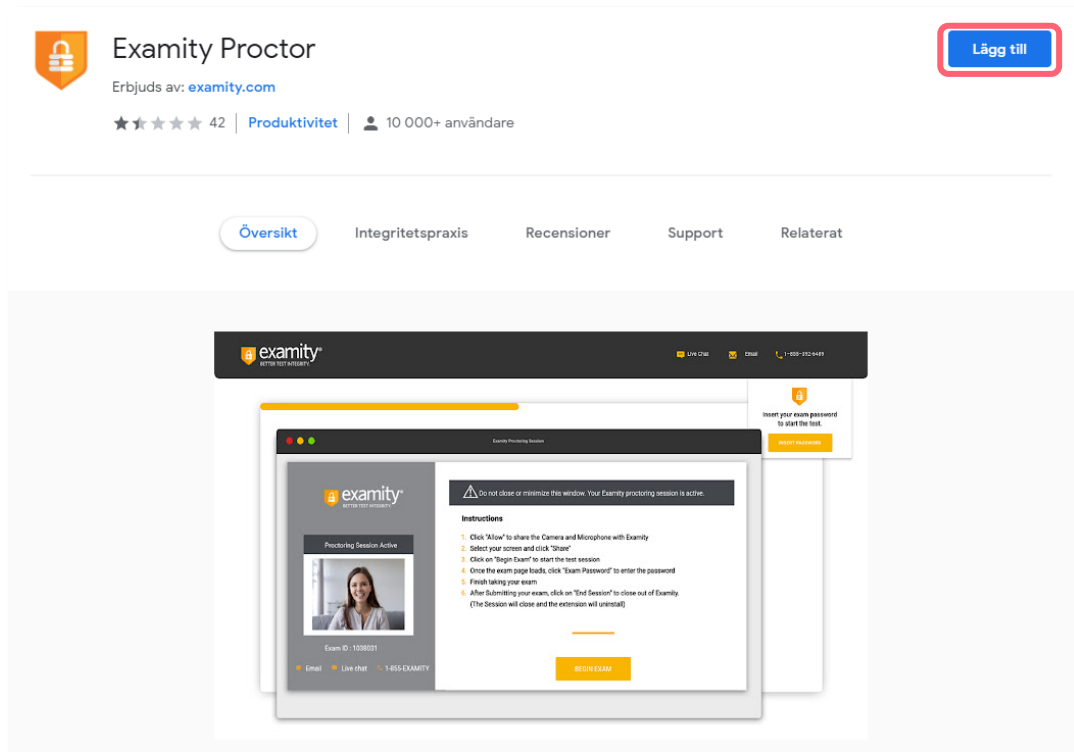
- Examiity will then complete a **System Check**
- Once completed successfully click on **NEXT**



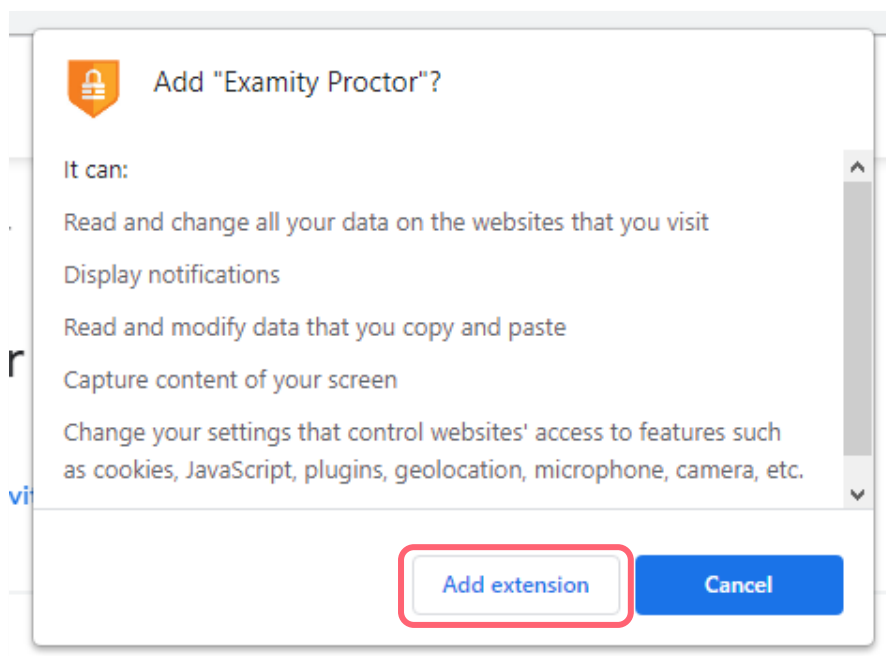
- Next step is to add the Examiity Extension to Google Chrome. This will allow you to record audio and video during the exam
- Click on **ADD EXTENSION**
- This will open a new window



- Click on **Add**



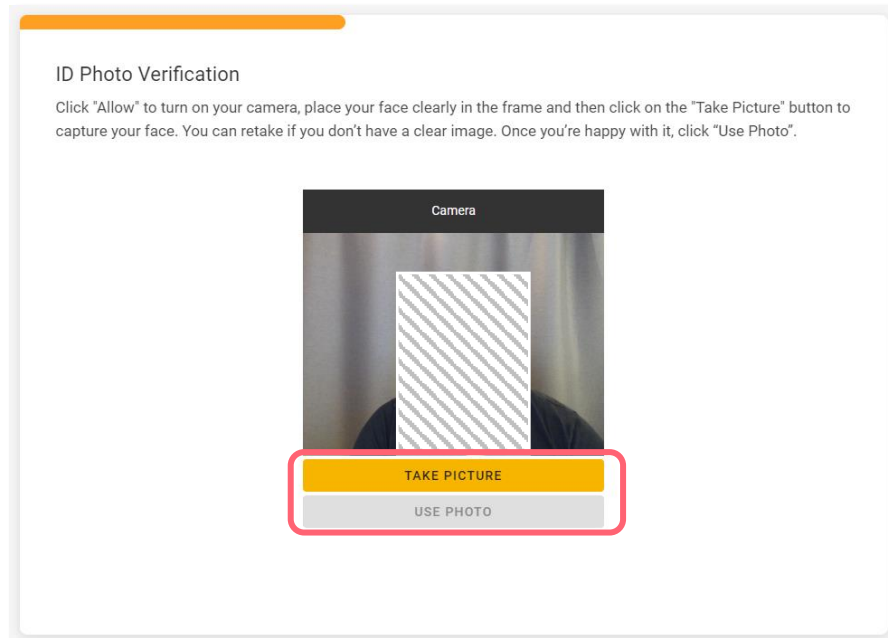
- **Accept** to have the Extension installed by clicking on **Add Extension**



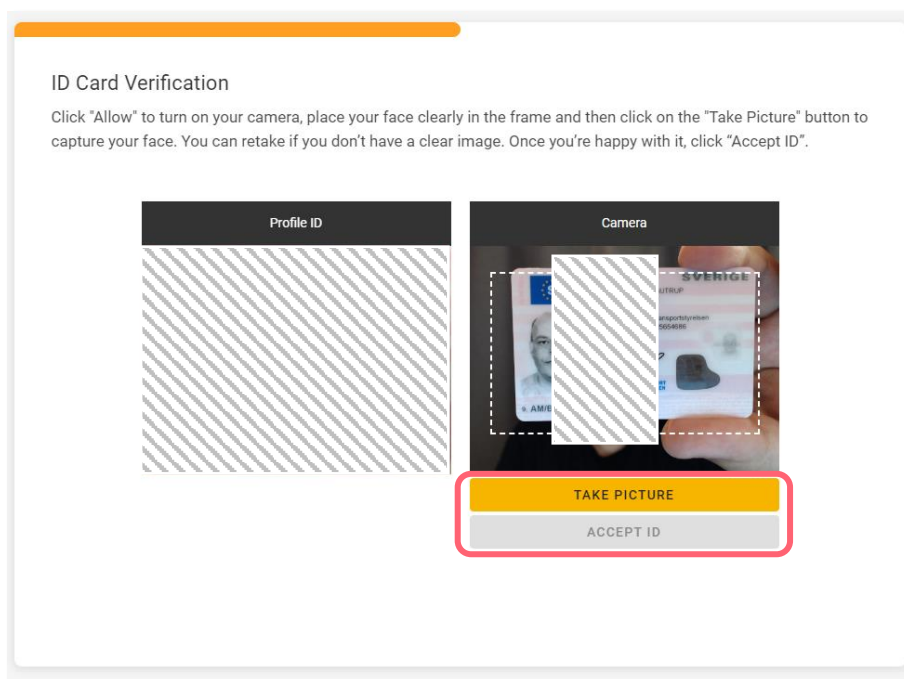
The extension will uninstall itself after the exam has been completed.

The google browser might prompt you to **allow access to camera and microphone**. If so, this must be accepted as well.

- Take a photo of yourself using the laptop camera
- Click on **TAKE PICTURE**
- If image is OK click **USE PHOTO**
- If image is not OK – click on TAKE PICTURE again



- Take a photo of a personal ID Card. **This must include image of you together with your first and last name!**
- Place the card in the indicated box and click on **TAKE PICTURE**
- If image is OK click in **ACCEPT ID**
- If image is not OK – click on TAKE PICTURE again



- Answer one of the **Challenge Questions** from when creating our Exam Profile
- Click on **NEXT**

Your Challenge Question

You'll have 3 chances to answer this question. If you get stuck, we can help you out.

What is your oldest cousin's first name?

NEXT

- **Enter** your **Digital Signature** in the boxes as instructed
- **Click** on **NEXT**

Your Digital Signature

Just follow the instructions exactly as they're displayed. Easy.

Type your first name (NO CAPS)

Type your last name (NO CAPS)

Type your first and last name (NO CAPS, NO SPACES)

NEXT

- Review the **Exam Rule and Guidelines** carefully
- Click on **I'M READY**

Prepare for your exam

It's important to make sure your space is prepared before the proctor session starts. Pay special attention to any Special Instructions you may be given here.

1 Review the exam rules and guidelines

- Clear your desk and the surrounding area
- Stay connected to a power source
- No phones or headphones
- No dual monitors
- No leaving your seat
- You must be alone in the room
- No Talking
- Your webcam, speakers, and microphone must remain on throughout the test
- You must stay in view of the webcam for the duration of the test

2 Review Special Instructions

I'M READY

- Read the **User Agreement** carefully
- Click on **I AGREE AND I'M READY TO BEGIN THE EXAM**

User Agreement

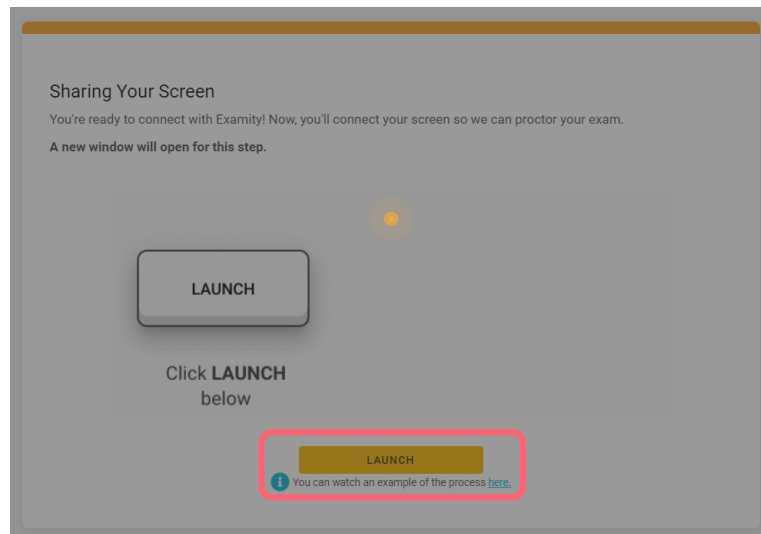
Take a moment to review these important items.

1. You understand that by using any of the features of the Examity web site and services, you act at your own risk, and you represent and warrant that (a) you are the enrolled student who is authorized to take the applicable exam and (b) the identification you have provided is completely accurate and you fully understand that any falsification will be a violation of these terms of use and will be reported to the appropriate university or test sanctioning body.
2. You agree that you will be held accountable for any and all infractions associated with identity misrepresentation and agree to participate in the disciplinary process supported by the university or test sanctioning body should any such party make any request of you.
3. You also certify that you are not accepting or utilizing any external help to complete the exam, and are the applicable exam taker who is responsible for any violation of exam rules. You understand and acknowledge that the applicable university or test sanctioning body will supply all exam rules, and the company will have no responsibility with respect thereto. You agree to participate in the disciplinary process supported by the university or test sanctioning body should any such party make such request of you in connection with any violation of exam rules.
4. You also acknowledge that your webcam and computer screen may be monitored and viewed, recorded and audited to ensure the integrity of the exams, unless otherwise specified by your university or test sanctioning body. You agree that no one other than you will appear on your webcam or computer screen. You understand and acknowledge any captured data, along with your test answers, will be stored, retrieved, analyzed and shared with the university or test sanctioning body, in our discretion, to ensure the integrity of the exams.

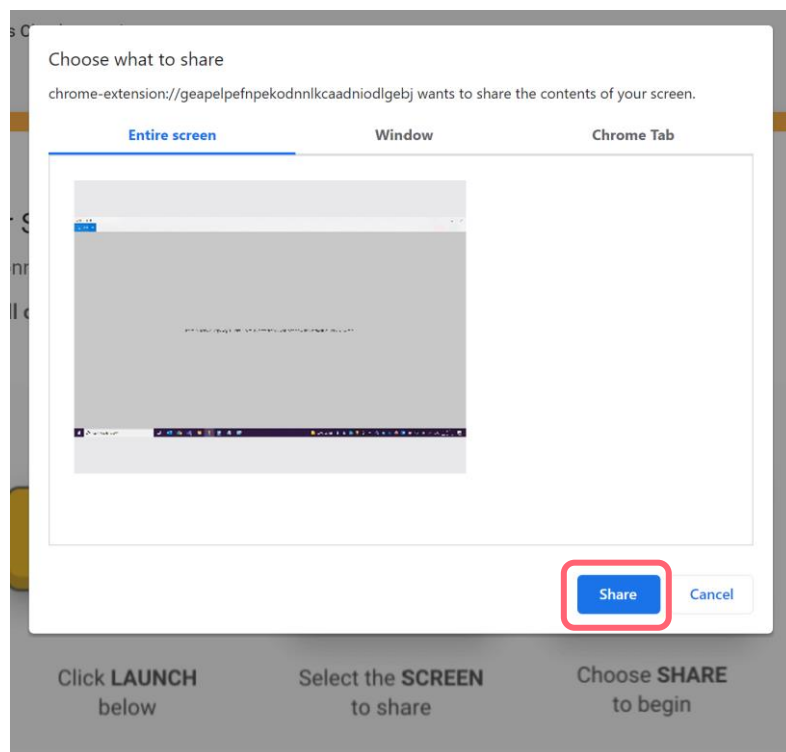
I AGREE AND I'M READY TO BEGIN THE EXAM

I do not agree

- This will open a window with instructions on how to share your screen

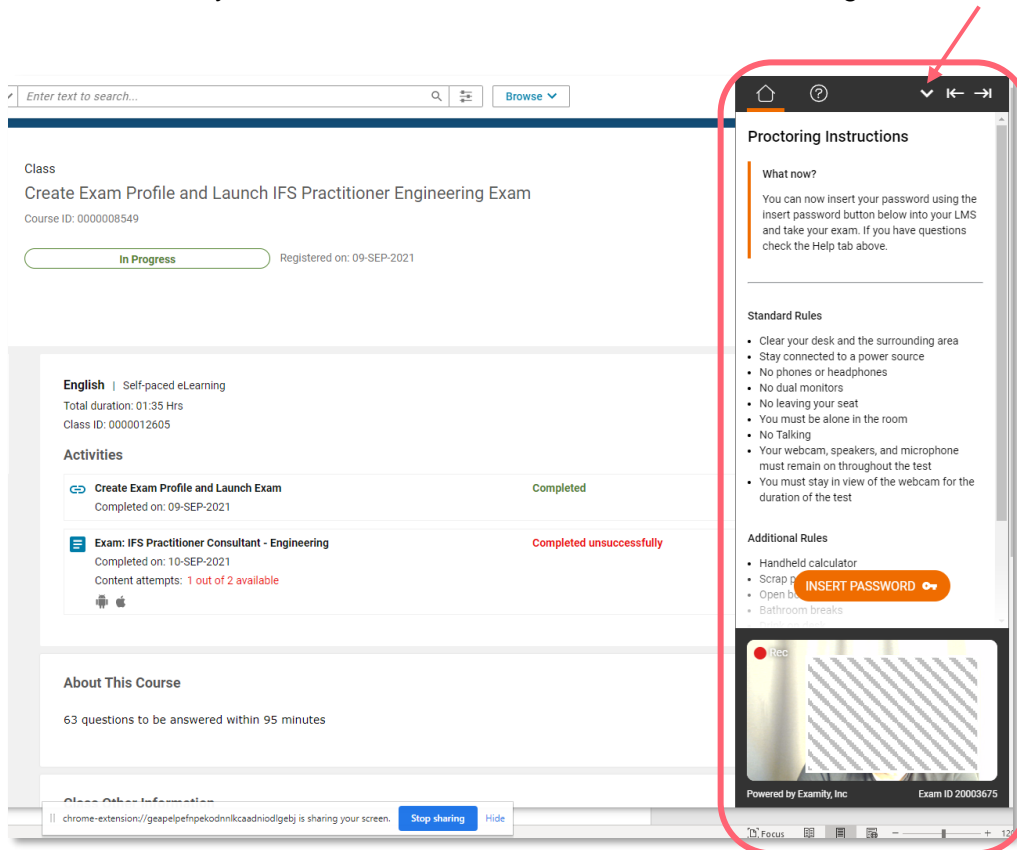


- **Wait** until prompted to **share your screen** (see image below)
- **Please be advised you are only allowed to use one screen during the exam attempt**
- When prompted **click** on **Share**

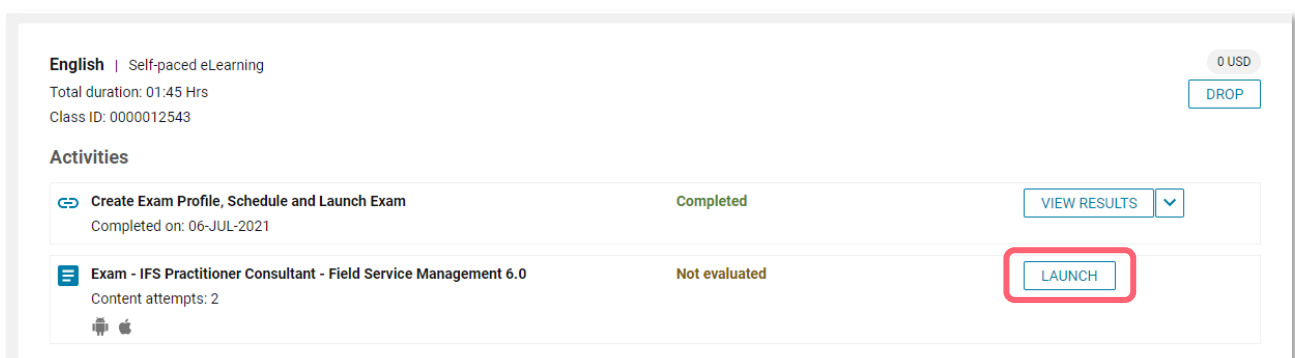


- Click on **Launch**

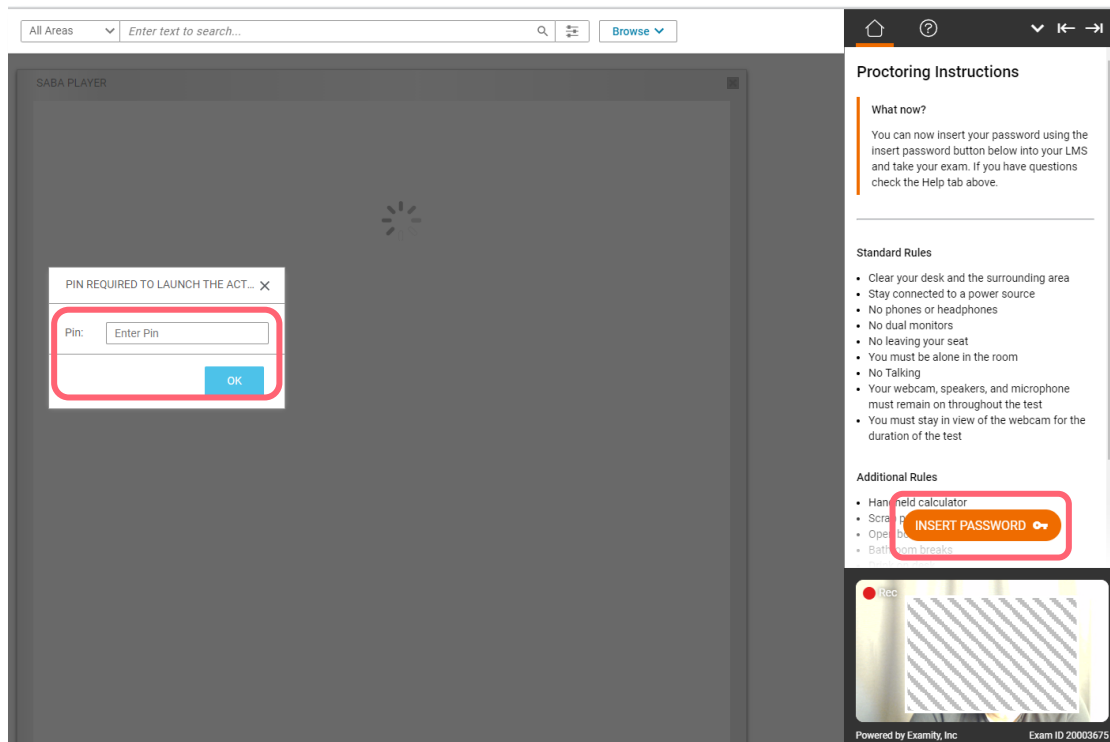
- This will open
 - the Exam Page on the IFS Academy LMS
 - the Examity Sidebar
- The **Examity Sidebar** allows you to manage and review key elements of your IFS Exam
 - The Examity Sidebar can be minimized and maximized using the **arrow symbol**



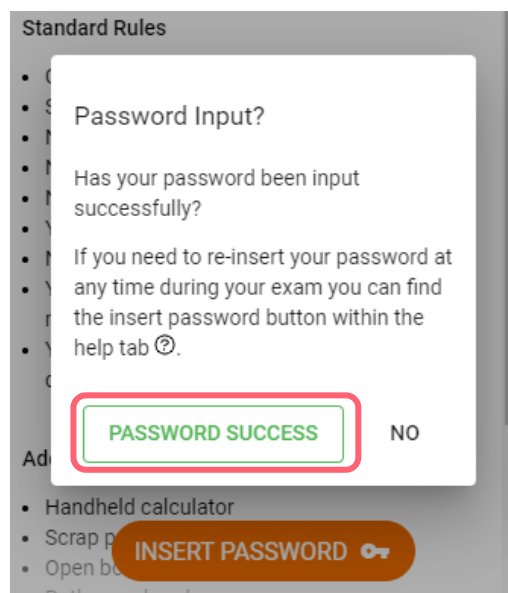
- **Minimize** the Examity Sidebar and **click** on **Launch/Re-Launch the Exam** on the IFS Academy page



- **Maximize** the Examity Sidebar and **click** on **INSERT PASSWORD**
- This will insert the pin code
- **Click** on **OK**



- Validate that the Pin Code was successful by **clicking** on **Password Success**



- Click on **Start** and **Complete the IFS Exam** on the Academy LMS

EXAM - IFS PRACTITIONER CONSULTANT - FIELD SERVICE MANAGEMENT 6.0

Rickard Lautrup	Welcome
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Number of questions: 65

Passing score: 70%

Time limit: 105:00 (min : sec)

Welcome to your IFS Exam!

You are now ready to start your exam.

Exam rules

- Ensure you can complete the entire exam in one go. Leaving the computer during the exam will result in a failed exam attempt
- Ensure that you do not have pen, paper or any supporting documentation at hand

Proctoring

- The exam is being recorded (video and audio) for proctoring purposes
- Do not worry if something unexpected happens (someone walks into the room, a loud noise etc.). Amend the situation immediately and continue the exam

Time limit


- The exam has a time limit
- The remaining time shows in the upper right-hand corner
- You will be reminded when there is ten minutes left of the exam

Questions

- You can move freely between questions, leaving questions for later if you wish to

EXIT

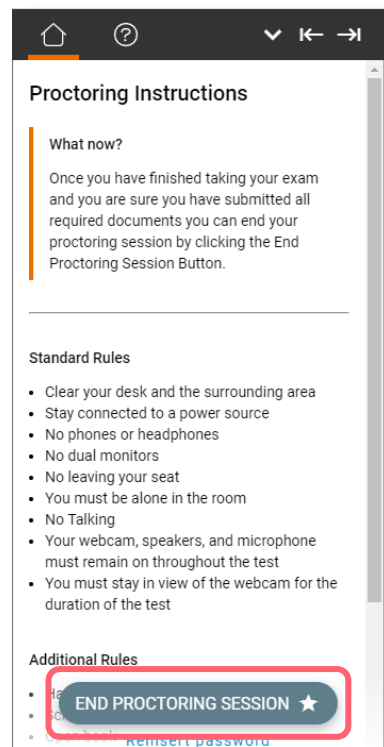
START

Powered by 

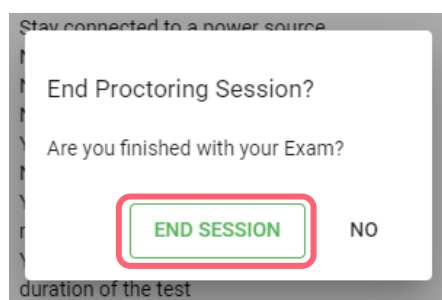
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- You can always access the Examity Sidebar to check Exam rules, validate that video and audio is recording, to review exam rules etc.

- When the Exam is complete and you have **SUBMITTED YOUR ANSWERS ON THE IFS ACADEMY LMS, maximize** the Examity Sidebar and **click** on **END PROCTORING SESSION**
- This will stop all recordings
- **Complete** the **Examity Feedback Form**



- Validate that you want to end the Proctoring Session by **clicking** on **End Session**



Your online proctored IFS exam is now complete!

Experiencing problems?

You have access to 24/7 technical support on the Examity webpage. Contact this support initially to try and resolve your problem.

If this does not work please email academy@ifs.com explaining your experience in detail