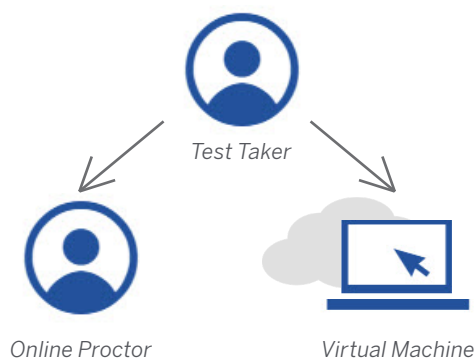# Required: Exam Setup

Test Taker

Online Proctor

Virtual Machine

Online proctoring allows you to take your exam anytime, anywhere.

Preparing your environment and ensuring your internet connection is fast and reliable is vital to ensuring a successful exam experience. Please read through and complete the following before taking your exam.

Connectivity Checker - click here

This tests the latency (i.e. delay) from your network connection to the Skytap servers that host the testing environment. A high result will likely impact your exam performance.

- Test all servers we currently use to determine the best connection. We currently support US-West (Seattle), US-East (Virginia), APAC-2 (Singapore), EMEA (London), and AUS (Sydney).
- We recommend you use a wired connection verses a wireless connection. While disconnects with wireless may not impact a typical browsing experience, it can be very disruptive to your exam.
- **A latency of 50ms or below is ideal. If your result is 150ms or above, it's likely you will experience a response lag during your exam. We strongly recommend you find a better connection.**

Connection Speed Test - click here

This tests the bandwidth of your connection between your physical location and the Skytap servers that host the testing environment. A low reading will likely impact your exam performance.

- Test all servers we currently use to determine the best connection. We currently support US-West, US-East, APAC-2, EMEA, and AUS.
- **We recommend a minimum download speed of 4 Mb/sec and a minimum upload speed of 2Mb/sec. A low reading could indicate high usage on your network. You may find different results at different times of the day.**

TIPS

- Other web-based speed tests, such as speedtest.net, are not able to accurately determine the speed of your connection to the Skytap Servers.
- If you are unable to complete the test, it is likely a firewall is preventing it from running. This is not uncommon in a workplace environment. It's likely you will need to use a connection outside of work.

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Connecting to the Proctor - click here

This tests the proctor's ability to access your computer, and ensure your webcam and microphone are functioning properly.

- The proctor must be able to see and hear you throughout the duration of your exam.
- When you log in to take your exam, you will enter a video session with a trained proctor. The proctor will need to:
    - Have permission to connect to and control your computer
    - Make sure your computer is ready for the exam
    - Check your photo identification
    - Inspect the room you are in to ensure it meets requirements for being clear of paper, people, and other items that might appear to provide help during the exam
    - Connect you to the testing environment and start the exam
    - Monitor your session to maintain exam session integrity
    - Assist with logistical and technology questions related to the exam session. The proctor is not able to assist with questions relating to the exam itself. This includes locating or accessing data files that might be needed.

> - The name on your identification must exactly match the name used to register for the exam.
> - You must present original identification documents. Copies are not accepted.
> - If your identification is in double-byte characters, you must present two forms of identification. One must include a photo.

Tips for Improving Network Connection

If your network connection tests outside the recommended speed or latency, try the following:

- Use a hardwired connection. Wireless connections are more likely to flucuate. Changes in your connection during your exam can have an extremely negative impact.
- Ensure no other devices are using large amounts of bandwidth (like streaming video) on the same connection.
- Restart your router.
- Call your service provider.

> - Many local libraries have private rooms for testing. Be sure the network is strong enough to support the exam environment before testing from an unfamiliar location.

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IMPORTANT NOTES

- System tests should be run at a similar day/time and use the same connection for your exam.
- Every test taker is provided an identical testing environment. Performance issues or disconnects during an exam are results of your connection.
- The exam timer will continue to run despite connection issues you may experience.
- All exam sessions are recorded in order to ensure and enforce compliance.
- The virtual environment does not recognize keyboard shortcuts like your local machine. Specifically, the 'Esc' and 'Ctrl' keys do not function as you may expect; we recommend avoiding these keys within the virtual environment.
- All test takers are responsible to meet connection requirements.
- You cannot take your exam using a public hotspot.

Should you experience technical difficulties during your exam, you can email certification@tableau.com within 5 days of your exam date to request an investigation.

Your Physical Environment

- You must find a quiet, private room to take your exam.
- Clear your workspace. Writing is not permitted during your exam.
- You are only allowed to use one screen during your exam. A larger screen is recommended as you must navigate multiple windows in the exam environment.
- Erase whiteboards, turn off televisions and monitors, and take down anything that may appear to have information helpful to taking the test.
- You must use the Google Chrome browser for your exam.
- You are not allowed to use a public hotspot to take your exam.