



All talents, certified.



# GUIDELINES

## Online Proctored Exams Candidate

A step by step Guide on how to take an  
Online Proctored Exam

Windows

## 1. System Requirements

Ensure that your computer meets the following system requirements:

- Windows® 10, Windows® 8.1, Windows® 8, Windows® 7
- Dual-core 2.4GHz CPU or faster with 2GB of RAM (recommended)
- Active Full-Time/Broadband internet connection of at least 4Mbps
- 16-bit monitor (at least 15") with screen resolution 1024 x 768 or higher
- Speakers and microphone (the use of headsets is **only** allowed during onboarding)
- Keyboard and mouse or other pointing device
- A single web camera (embedded or external) you can rotate.

## 2. Exam Preparation

Before you take the exam, you need to:

- **Have a valid photo ID with a recent photo available**, such as National ID card, passport, driving license, military card, employer identification card (in English), Academic ID, as your online proctor will need to verify your ID before you begin your exam
- **Disable any Virtualization Software** such as VMware, Virtual PC, Virtual Box or Sandbox during the exam. For exam security reasons, the ExamShield cannot run through any virtualization software. You should also close any applications that might affect the exam process, such as web browsers, chat, desktop, sharing and mail client applications
- Make sure your mobile number is filled in your Candidate Profile.

On the day of the exam, please ensure:

- You have your photo ID available
- You can rotate your webcam 360 degrees
- You are the only person in the room throughout the exam session
- There is no background noise in the room
- There is adequate light in the room, but no direct light towards the web camera
- Your desk is clean, papers, books or notes are not allowed excluding the use of the applicable official manuals for open book exams only  
**Note:** The use of hard copy dictionaries is allowed for ITIL and DevOps Institute exams only
- Your computer sound settings are set to Speakers and Microphone since headsets are not allowed during the examination
- Mobile phones should be set to silent and not deactivated. This way Customer Service can contact you in case of technical issues.

**Please note:**

- You need to pre-install a printer in case you want to print the exam scenarios (only for exams that this is allowed) and exam result report. Alternatively, you will be able to view them in a pop up window during the session and be able to export the results in an html file
- If you experience difficulties in installing or executing ExamShield, please add ExamShield to your Antivirus and Firewall whitelist and repeat the above steps. Please consult your Antivirus/Firewall vendor on how to do this
- Corporate networks might impact the service delivery. You are advised to consult your IT department

- Use of blank papers for note-taking may be allowed according to the rules specified for each test. In any case the proctor will ask you to tear the papers in front of the screen at the end of the test
- After finishing your exam, you are strongly advised to uninstall ExamShield. If you are planning to take another exam, you will receive a new link with instructions on how to reinstall the ExamShield.

### 3. Exam Shield Installation

Up to 1 Hour prior to the exam

#### Step 1: Install the ExamShield

- **Close** all applications running in your computer
- **Disable** any Virtualization Software

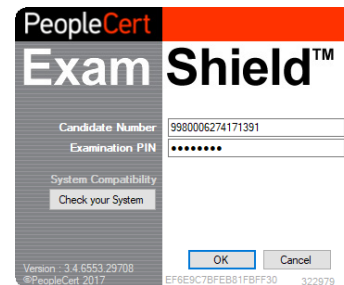
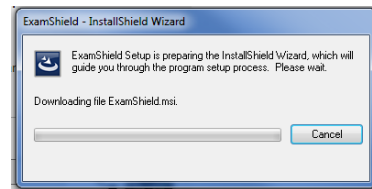
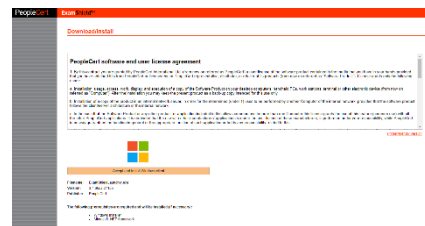
**Click** on the link included in the PeopleCert registration email and "*Accept and Install*" to set up the **Exam Shield application**.

**Click** *Save/Run* **ExamShieldLauncher.exe**. The installation should start automatically and may take a few minutes to complete.

Once installation is completed, a new window will appear. Please note that the candidate number and the examination pin are pre-populated.

**Click** "*Check your System*" to confirm your system meets the Exam Shield requirements. If your system is compatible, **click** "*OK*" and a countdown clock to your exam will appear.

We suggest you exit the application and execute it again 10 minutes before the exam.



**10 Minutes prior to the exam**

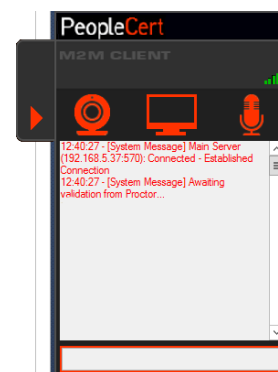
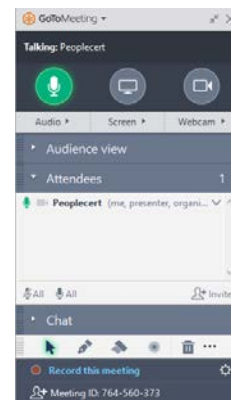
## Step 2: Log In to ExamShield

**Double click** the ExamShield icon from your desktop and **click "OK"** to login. A pop up message will notify you if any application needs to be closed to continue with the exam.



**Once logged in, one of the two following control panels will open:**

- **GoToMeeting control panel** on the right, indicating you have successfully joined the session. You can minimize the control panel by clicking on the shrink control button.
- **Many2Many control panel** on the right, indicating you have successfully joined the session. You can minimize the control panel by clicking on the red arrow button.



## Step 3: Your online proctor joins the session

**You will be instructed to:**

- Check your audio and video performance
- Show your ID to the camera
- Show your room (360° rotation) and your desk
- Share your screen with your online proctor
- Confirm your personal details. If any of the information is incorrect, please inform your online proctor
- **Your online proctor will let you know when you are set to begin your exam!**

Click Next to continue.

**Candidate Details Verification**

Please confirm your personal details shown below.  
In the case of error, please inform your invigilator.

TC Name  
Quality Control Webates

**Personal Information**

First Name (Name)  
WEBATES

Last Name (Name)  
QUALITY CONTROL

Father's Name (Name)

First Name (Last)  
WEBATES

Last Name (Last)  
QUALITY CONTROL

Father's Name (Last)

Birth Date (DDMMYYYY)  
07/08/1966

Gender  
Male

Native Language  
English

**Contact Information**

email  
passport-test@peoplecert.org

Address  
123123123

Postal Code

Country of Residence  
United Kingdom

Telephone Number

Mobile Number

**Photo ID Information**

Photo ID Type

Photo ID Number

Photo ID Issue Date (DDMMYYYY)

Next

**Please note:** Your exam session will be recorded and your Online Proctor will be online throughout your exam session in case you need any help. You must have your microphone on throughout the session. In case of communication loss during the exam, the Online Proctor will stop the process. Once the connection is re-established, you will be able to continue your exam using your remaining exam time.

#### Step 4: Begin your exam

Click "Next" to accept the terms of Use.

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.

**PeopleCert**  
PASSPORT WEBATES

**Non-Disclosure Agreement (NDA)**

This exam is confidential. PeopleCert rights in the intellectual property, copyright and trademarks used in providing the exam are protected by law. The exam is made available to you as a candidate solely for the purpose of your assessment. You are expressly prohibited from disclosing, publishing, reproducing, or transmitting this exam, in whole or in part, in any form or by any means including oral, email, social, verbal, electronic or mechanical, for any purposes, without the prior express written permission of PeopleCert.

The personal data which you provided on registration will be used to transmit your score to PeopleCert and for monitoring purposes.

Your personal data and exam data will be stored in PeopleCert's database.

PeopleCert reminds you that you have the right to access, delete, and modify your personal data. To exercise such right, please contact PeopleCert.

Click on the **Next** button to symbolize your signature, **ACCEPT** these terms and continue with the exam.

Click the **End Exam** button if you do NOT **ACCEPT** those terms and want to terminate the exam.

Next End Exam

**Confirmation Dialog**

 You have to accept the Non-Disclosure Agreement (NDA) in order to proceed with the exam. Do you accept the NDA?

Yes No

Read the information carefully before you start the exam.

- If you are taking a Lean Six Sigma exam you may print the help file by clicking on the "Print Scenarios" button.

**Please note:** Acrobat reader is required to view PDF files (or any other PDF reader).

**PeopleCert**  
PASSPORT WEBATES

**Exam Instructions**

**ITIL Foundation (2011)**

All 40 questions should be attempted  
There are no trick questions  
You have 60 minutes for this exam  
You must get 26 points or more to pass  
During this exam you are allowed to navigate freely and review items you have already answered  
If you have time at the end of the exam you can review your answers or any questions that you flag for review during the exam  
Please note that it is strictly forbidden to copy or reproduce the content of this exam without the approval of PeopleCert

Start Exam

**PeopleCert**  
PASSPORT WEBATES

**Exam Instructions**

**LSS Black Belt**

All 160 questions should be attempted  
There are no trick questions  
You have 240 minutes for this exam  
You must get 78 per cent or more to pass  
During this exam you are allowed to navigate freely and review items you have already answered  
If you have time at the end of the exam you can review your answers or any questions that you flag for review during the exam  
Please note that it is strictly forbidden to copy or reproduce the content of this exam without the approval of PeopleCert

Start Exam Print scenarios reference

- Click "Start Exam".

## Step 5: Answer questions

The menu on the left shows all the question numbers. You can move from one question to the next by **clicking on the question number**. The question you are currently working on becomes highlighted.

If you are taking a Lean Six Sigma exam, you have the option to use the **WebATES' calculator**.

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. 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 15 min before your time is running up!

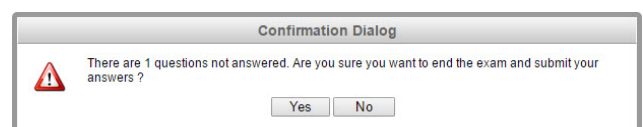
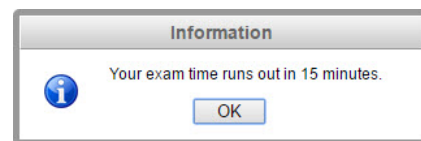
## Step 6: End the exam

When you have completed your exam, click **End Exam** on the right menu. 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 7: Take the Survey

You are prompted to complete a short Satisfaction survey, to provide us with feedback on your exam experience, or skip and proceed to your results.



## Step 8: Get your results

The Exam Results Report appears. Please note that the results are **provisional and subject to verification by PeopleCert**.

Click the *"Print"* button to print the report or the *"Export"* to save it as an html file.

Once confirmed by your online proctor that the exam session has been successfully completed, you will be asked to **destroy** any scratch papers or scenarios you have used and exit from the ExamShield.

You are advised to uninstall the Exam Shield.

**All done!**

Submit and show my results!

PeopleCert  
PASSPORT WEBTESTS

8721634306123

Print  
Export

### ITIL Foundation (2011)

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

Candidate Name	WEBTESTS QUALITY CONTROL
Candidate Number	99020453427007
Assessment Test Code	49972163_en
Examination Date	Dec 15 2017 11:08:51
Score Report Date	Dec 15 2017 11:55:19
Candidate Score	27.00
Maximum score	40.00
Percentage Score	67.50%
Assessment Result Label	Passed

Topic Description	Number of awarded marks	Number of possible marks	Success Rate
FNLD01 - Service management as a practice	2.00	4.00	50.00%
FNLD02 - The ITIL service life cycle	1.00	3.00	33.33%
FNLD03 - Generic concepts and definitions	5.00	6.00	83.33%
FNLD04 - Key principles and models	2.00	5.00	40.00%
FNLD05 - Processes	13.00	17.00	76.47%
FNLD06 - Functions	2.00	2.00	100.00%
FNLD07 - Roles	2.00	2.00	100.00%
FNLD08 - Technology and architecture	0.00	3.00	0.00%
<b>Total score</b>	<b>27.00</b>	<b>40.00</b>	<b>67.50%</b>

Please note that the results are provisional and subject to the final verification of PeopleCert