

Web Proctored Exams Candidate Guidelines

A step by step Guide to take a Web Proctored Exam

Exam support availability: 24/7, 365 days a year:

Toll free numbers:

Australia	1 800 629640
Chile	1230 0207776
China (North)	10800 7131350
China (South)	10800 1301309
Colombia	01800 7102148
France	0800 918403
India	000800 1008053
Japan	0053 1131363
Netherlands	0800 0221689
Malaysia	1800 814532
Mexico	01 800 6811818
Portugal	800 863318
Spain	900 868585
South Africa	27 875502324
Turkey	00800 142066942 (landline only)
UK	808 1891440
USA / Canada	1877 268 2916, 1877 697 8080
For all other countries:	+ 30210 3729050

If you experience any difficulty reaching us through these numbers, please e-mail us at support@peoplecert.org, contact us through the online chat service available on our website or call us on +30 210 3729050, providing your full details and we will call you back immediately.

Step 1: Hardware requirements

Make sure the following hardware is installed in your computer:

- 16-bit monitor (at least 15") with screen res. 1024 x 768 or higher and zoom at 100%
- Keyboard and mouse or other pointing device
- A web camera you can rotate
- An active Full-Time/Broadband internet connection of at least 4Mbps

Step 2: System requirements

Make sure the following applications are installed in your computer:

- Internet Explorer 7 or higher and Mozilla Firefox 2 or higher.
- JavaScript needs to be enabled*
- Java Runtime

* To enable JavaScript follow these steps:

Internet Explorer

- Open Explorer, click on "Tools" from the main menu, and then click on "Internet Options".
- Click on the "Security" tab, then on the Internet icon and then on "Custom Level".
- Scroll down to the "Scripting" settings category and select Enable under "Active Scripting".
- Click OK in the "Security Settings" dialog box and then click OK in the "Internet Options" dialog box.
- Restart the Explorer.

Mozilla Firefox

- Open Firefox and click on "Tools", then click on "Options".
- Click on the "Content" tab, and look for the "Enable JavaScript" checkbox.
- Make sure that the "Enable JavaScript" checkbox has a tick , otherwise select the checkbox to enable it.
- Click OK to apply changes and close the "Options" dialog box.
- Restart Firefox

Note:

- If the content of the web page is not legible you should:
- **For Internet Explorer**, click on the "View" menu, then click "Encoding" and choose the appropriate encoding format (you may define the "Auto-Select" option).
- **For Mozilla Firefox**, click on the "View" menu, then click "Character Encoding" and choose the appropriate encoding format (you may define the "Auto-Detect" option).

Step 3: Prior to the exam

On the day of the exam, please ensure that:

- 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 place, but no direct light towards the web camera.
- Your desk is clean.
- All phones are deactivated.
- No additional camera or screen is connected to your computer.
- You have your photo ID available, as you will be requested to provide identification by your Web proctor, such as Passport, National ID card, Driving license, Social Insurance Card, or equivalent.

Step 4: Launch GoToMeeting

10 minutes prior to your exam, please install GoToMeeting following the GoToMeeting Installation guide.

Step 5: Follow your Web proctor instructions

You will be instructed to:

- Check your audio and video performance.
- Show your ID to the camera.
- Rotate your camera 360 degrees.
- Close any other applications running in your computer.

Please note: Your exam session will be recorded.

Step 6: Begin your exam

- Your Web proctor will provide you with your username and password to enter the PEOPLECERT exam system.
- Click on <https://webates-us.peoplecert.org> and enter your details.
- Complete your exam following the web based ITIL Exam Candidate Instructions.
- Once you have completed your exam, your preliminary exam results will appear on the screen.
- You will be asked to destroy any scratch papers you have used.
Before logging out, please confirm with your Web proctor that the exam session has been successfully completed.

Please note: Your Web Proctor will be online throughout your exam session in case you need any help. In case of communication loss during the exam, the Web Proctor will stop the examination process. Once connection is reestablished, you will be able to continue your exam using your remaining exam time.