PeopleCert

ExamShield Online Proctored Exams - Candidate Guidelines for MacOS

A step-by-step guide on how to take an Online proctored Exam

April 2024

Version 10.0

Public

Dream it, do it.

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Document Revision History		
Version	**Date**	**Description of Change**
10.0	**08/04/2024**	2024 Rebranding
9.0	**24/01/2024**	Update of 2024
8.0	**31/07/2023**	Updates in sections: 2. System Requirements, 3. Exam Preparation, 5. Security Requirements and 6. Exam Shield Installation
7.0	**13/01/2023**	Updates in paragraph 2 System Requirements
6.0	**21/11/2022**	• Updates in paragraphs 2 System Requirements, 3 Exam Preparation, 4 Axelos Open Book Exams and 5 Security Requirements • In Paragraph 6 Exam Shield Installation, the number of hours in the subtitle was changed
5.0	**03/11/2022**	Addition in paragraph 4 Axelos Open Book Exams, about secondary devices
4.0	**28/01/2022**	1st Revision 2022 – Addition of paragraph 4 Axelos Open Book Exams
3.0	**29/11/2021**	3rd Revision 2021
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02.5	**10/10/2020**	Updates in paragraph 2
02.4	**19/06/2020**	Updates in paragraphs 1 and 2
02.3	**09/04/2020**	Revision 2020
02.2	**13/06/2019**	Revision 2019
02.1	**17/12/2018**	Minor correction in paragraph 2
02.0	**15/07/2018**	2nd Revision 2018
01.5	**04/06/2018**	Minor updates in paragraph 3
01.4	**31/05/2018**	Updates in paragraph 1
01.3	**04/01/2018**	Revision 2018
01.1	**01/12/2016**	Revision after Pilot version
01.0	**14/11/2016**	Initial version- Pilot

1   Introduction

This document provides important information to prepare for and take your ExamShield Online Proctored exam with PeopleCert. Please read the information thoroughly **at least three days before your exam day** so you are properly prepared. If you require any support, please contact our Customer Service Team at customerservice@peoplecert.org

2   System Requirements

2.1   Before your exam day you must check your computer meets the following system requirements:

Before your exam day you must check your computer meets the following system requirements:

- macOS High Sierra (10.13), macOS Mojave (10.14), macOS Catalina (10.15), macOS Big Sur (11), macOS Monterey (12), or macOS Ventura(13)

- Active Full-Time/Broadband internet connection of at least 4Mbps

- Keyboard and mouse or any other pointing device (keyboard set to English characters)

- A web camera (the web camera can be embedded in your computer or be external to the computer). Make sure you can rotate the web camera through a 360-degree rotation as you will be asked to do this on your exam day. Mobile phones cannot be used to take your exam or be used as a substitute for the web camera

- Speakers and microphone (for Business and IT exams headsets are only allowed during onboarding).

2.2   How to prepare your computer for your exam and prevent technical issues:

If your computer does not meet the below specification and requirements and if you contact us up to 72 hours before your exam, we can reschedule your exam at no charge enabling you more time to prepare. On your exam day, if the computer you use does not meet the below requirements, we may need to close the exam session and reschedule your exam with a fee.

- **Do** use a computer that has the following specification or higher:

  o   MacOS High Sierra (10.13) onwards

  o   Dual-core **2.4GHz CPU** or faster with **4GB** of RAM

- Unless your IT department can help you with this before your exam and be available to assist you on your exam day:

  o   **Do not** use a work computer. Many work computers have restrictions that are likely to affect your exam performance

  o   **Do not take** your exam at work or elsewhere on a work computer or personal computer if you are **using your office network** and your office network requires a firewall or VPN to use your computer

- Download the ExamShield software onto your computer **at least 24 hours before your exam**. If you have used ExamShield before, uninstall the old version from your computer and install the new version to avoid any issues. **Refer to section 3.2 for more information regarding ExamShield installation**.

- Connect to ExamShield **at least 24 hours before your exam** to carry out a compatibility check. This helps to identify any issues and address them with you in plenty of time before your exam. **When you carry out this check you must**:

    o Use the same computer you will use on your exam day

    o Use the same computer set up (camera, headset, screen etc.) and network (wifi/lan) that you will use on your exam day

    o Complete the compatibility check in the same room where you will take your exam

- **Repeat the compatibility check described above approximately 2 hours before your scheduled exam time.** We strongly encourage you to do this in case there are any Operating (OS) updates to your computer since your first compatibility check. Sometimes OS updates can alter a computer's configuration, so it is best to check before your exam in case you need technical assistance from us.

- You can also read our 5 Steps to Success as a short reminder of what to have ready for your exam day.

If the compatibility check identifies any issues, or you experience technical issues on your exam day or have questions, our technical support team is here to help. You can reach us 24/7/365 via our support channels here.

3 Preparing for your Exam Day

3.1 Your Identification Document (ID):

On your exam day you will need to show your ID to the proctor who will verify your ID. The ID you use on your exam day must be the same ID you used to book your exam. Your ID must be valid and meet the **criteria** set out below.

If the first and last names on your ID do not **exactly** match the name you used to book your exam, you will not be allowed to test, and no refund will be provided.

If you do not present a valid and acceptable ID, or if there is a name mismatch, this may result in the exam session being terminated with no refund. In such cases, you can re-book the exam using our standard booking process.

Your ID must meet the following criteria:

Please note that electronic IDs will not be accepted.

- Be current and valid – ID containing dates that have expired are not allowed

- Be an original, not a photocopy

- Include a recognisable photo of you

- Match the information you gave when you booked your online exam

- Be a government-issued national/state/province identity card that is recognized by the country in which you are a citizen or permanent resident

- Contain your full date of birth

- Contain your First/Middle Name(s) and Last Name in English (Latin) characters

- ID not written in English-language (Latin Characters) will only be accepted if you have booked your exam selecting a proctor in your native language. Please refer to [PeopleCert's ID Policy](#) for full detail.

If the ID you are using to register for your online exam is acceptable but NOT written in English-language letters (Latin Characters), then as part of booking your exam you must pick the correct proctor language to match your own native language (*When available). For example, if your native language is Chinese and you are using an ID that is NOT written in English-language letters (Latin Characters) but instead, is written in Chinese characters, then you must select your 'Proctor's language' preference to Chinese When booking your exam if the 'Proctor's language' or your language is not available as an option, you must follow Steps 1 and 2 below:

- Step 1: **At least 48 hours** before your exam upload a clear image of your ID to your candidate profile so we can validate your ID before your exam day.

- Step 2: Email us at customerservice@peoplecert.org with the subject line "ID Validation Request" and provide us with your:
  - Full Name
  - Candidate ID
  - Date of Birth
  - Exam Date and Time
  - Country of Origin.

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Once we receive your email, we will validate your ID. If the validation is successful, we will confirm this to you, and you can proceed with your scheduled exam. If we cannot successfully validate your ID, we will contact you to reschedule your exam, allowing you more time to obtain the necessary documentation for ID validation.

Proctor languages are available for a limited range of languages as shown in the language options of our exam booking system.

Candidates under 16 years old

Candidates under 16 years old must be supported by a Legal Guardian during exam onboarding. The guardian must provide their ID, per our ID requirements and provide their consent for the exam to be recorded, per PeopleCert's Privacy Policy and Terms of Use.

3.2   Before your exam day, you must:

- Add your mobile/cell phone number (including country code), to your Candidate Profile. This will help us contact you on your exam day if you experience any difficulties

- 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

- Prepare your exam environment to meet the security requirements described in **Section 5** of this document

- Read and follow the ExamShield Instructions detailed in **Section 6** of this document. **Please note:**

  o If you are using a work computer, and/or do not have administration rights to the computer please consult your IT department **before** the installation of our ExamShield software

  o If you experience difficulties in installing or executing ExamShield, please add ExamShield to your Antivirus and Firewall **whitelist** and repeat the installation steps. Consult your Antivirus/Firewall vendor on how to do this as administration rights to the computer will be needed

  o Corporate networks and/or VPN access may impact service delivery of your exam. We advise you to consult your IT department before your exam day if you have corporate network and/or VPN access

  o If you try to use an older version of ExamShield, that is already installed in your computer, an error will appear prompting you to update to the latest version.

Newer ExamShield available (Code:20108)

"Old ExamShield version detected"

TroubleShooting

Get the latest ExamShield version from the link provided in your e-mail regarding exam information with PeopleCert Online Proctoring

4 Axelos Open Book Exams

4.1 Axelos Open Book Exams

During Axelos Open Book exams you can use your **official** hard copy manual (if you have one), or your eBook on a second device **through VitalSource**. Your second device must be set to airplane mode.

Important note: Unofficial printed copies or versions of the manual are not allowed.

When using your official hard copy manual in an Open Book exam the following rules apply:

- Hard copy manuals may be annotated and tabulated

- Sticky notes, loose-leaf papers containing additional notes, and notes on the blank pages of the official hard copy manual are **not** allowed

- To allow you to use your manual during the exam, your proctor will ask you to open it and flip through the pages in front of the web camera.

For all Open Book exams, an electronic copy of the Book will be available on your Exam interface.

- If the device you are using supports a modern viewing interface (i.e., OS version High Sierra 10.13 or newer), you will be presented with your full eBook experience.

- Otherwise, you will be presented with the standard PDF of the eBook.

4.2 DevOps Institute (DOI) Open Book Exams

During DOI open book exams, if you have official training materials from an Authorised Training Organisation, you have the option to use your official hard copy learner manual or official digital learner manual on a second device. Your second device must be set to airplane mode.

Important note: Unofficial hard copy or digital versions of the training material are not allowed.

When using your official hard copy learner manual in a DOI open book exam, the following rules apply:

- Hard copy manuals may be annotated and tabulated

- Sticky notes, loose-leaf papers containing additional notes, and notes on the blank pages of the official hard copy manual are **not** allowed

- To allow you to use your manual during the exam, your proctor will ask you to open it and flip through the pages in front of the web camera.

When using your official digital learner manual during a DOI open book exam:

- You can view the full official learner manual on a second portable device such as a smartphone, tablet, or laptop. Your second device must be set to airplane mode.

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5 Security Requirements and Preparation

5.1 When preparing for the exam, you must ensure:

- You have the **same, valid** photo ID you used to register and book your exam

- You have another form of photo ID available and to hand in case additional ID verification is needed on your exam day

- Your mobile/cell phone remains switched on and **set to silent.** The device must be placed out of reach, so you need to move away from your chair to access it.

- You do not have access to any **unauthorised items,** including unauthorised:

  o Notes, manuals, whiteboards etc.

  o Technology. This includes additional headphones, smartwatches, screen(s), monitor(s), keyboard(s), camera(s), projector(s) or projected images/words

- You are prepared to complete the exam on your own, without assistance from a third party

Note: Hard copy manuals and eBooks are allowed for open book exams only. For all Axelos examinations across the entire Business & IT portfolio, taken in English by non-native English speakers, the use of hard copy bilingual dictionaries (not Thesaurus) is permitted.

5.2 The room you take your exam in must meet the following criteria:

- There is only one doorway for access in and out of the room which is visible to your web camera throughout the exam

- The room is private, with no transparent walls (i.e., glass walls, indoor windows etc.)

- There is no background noise, and you will be alone in the room

- The walls and desk/table(s) are clear of unnecessary and/or unauthorised items (e.g., posters, post-it notes, papers and books)

- Where note paper or other resources are allowed, you can and should have this available on your desk for your exam. You must show these items to your proctor on request, so they can ensure there is nothing on them that could provide an unfair advantage

- No screens are in the room or visible (other than the computer screen which you will use to take the exam)

- There is adequate light so the proctor can always see you clearly. Light should not be directed toward the web camera.

5.3 The computer you are using for your exam must meet the following criteria:

- Your computer's web camera is clean and free from obstruction

- You can rotate your web camera 360 degrees, low and high, to show **all areas of your room**, including under the desk, the desk surface and any other areas that may pose a risk to exam security

- There must be no secondary monitors, smart accessories and/or devices connected to your computer or accessible

- Your computer sound settings are set to **Speakers and Microphones**. For Business & IT exams headsets are allowed only during exam onboarding and if used, your proctor will ask you to place them on the desk, without disconnecting them, before you start the exam

- Your computer screen and web camera are positioned so that you and the doorway of the room are fully visible to the proctor through the web camera

- You are seated comfortably and can maintain the same position, in full view of the proctor, throughout the exam.

5.4   Security Checks

During exam onboarding your proctor will complete a range of security checks. Your exam will not start until your proctor is satisfied the exam regulations can be met. The security checks may include (this is not an exhaustive list):

- Verification of your identity, including showing your ID via your web camera

- A 360-degree scan of your room, including detailed views under the desk and above/below/inside areas of the room that may pose a risk to exam security

- A request to show your computer monitor using with your mobile/cell phone camera (in selfie mode) or a mirror

- Requests to move/remove items that may pose a risk to exam security

- Candidate security checks such as:

  o A close-up view of your sleeves, eyeglasses, ears and/or hair. This is necessary to ensure there are no concealed, unauthorised devices that may pose a risk or threat to the security of the exam. Please note, you may be asked to remove any headwear for long enough to verify the absence of any unauthorised devices. If you require a female proctor to carry out this security check you must contact us via email at customerservice@peoplecert.org **at least three business days before** your exam. If you want to request a reasonable adjustment, please refer to our **Reasonable Adjustment Policy** which can be accessed via PeopleCert's website under the 'Support' section. The policy details the process you will need to follow and timeframes you need to allow for a reasonable adjustment request.

Security checks may be repeated in the exam. This may be because the proctor has observed something that could compromise the security or integrity of the exam. You must comply with all security check requests in a reasonable and timely manner.

Your exam session will be recorded and retained in accordance with our Privacy Policy

How we deal with non-compliance with our exam rules:

For minor infringements your proctor will notify you of the action required. If you do not take timely action, or there is a significant risk to exam integrity, your exam will be suspended, and the session terminated. Your exam may also be sent for post-exam security review/investigation. Depending on the nature of a review and its outcomes there may be:

- A delay in the release of exam results, pending satisfactory conclusion of the review

- A requirement to re-sit the exam under the correct exam conditions

- Annulment of exam results

- Deactivation of your PeopleCert profile.

All reviews/investigations are completed in line with our Malpractice Policy. Any actions applied by us following a post-exam security review will be proportionate to any non-compliance identified. We will keep you informed of the progress and final outcomes. Should a candidate disagree with any final outcome decision they can appeal following the process set out in our Appeals Policy (available on our website).

6 ExamShield Installation

<div style="text-align:center; border:1px solid red; padding:10px;">**24 HOURS BEFORE YOUR EXAM**</div>

Step 1: Install ExamShield

- **Close** all applications running on your computer.

- **Disable** any Virtualization Software.

Click on 'Get Started' (included in your PeopleCert registration email), and log in to your PeopleCert profile.

On the overview tab, click 'Download' and then '*Accept and Install OSX client*' to download the **ExamShield application**.

Note: If the 'Download' option is not activated, make sure you click on '*check in*' first.

Double Click on ES.dmg file in the default Downloads folder (or from the location you selected before the download) to open it.

The .dmg file contains the ExamShield application icon. Do not copy this file in the Applications folder or any other folder, as you won't be able to launch ExamShield outside the .dmg.

If ExamShield displays the message below, right click or command and click on the application icon and select **open** from the menu.
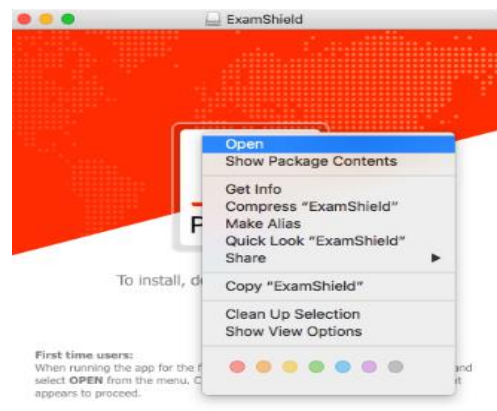
Double click on the ExamShield icon to run the application.

If you see the message below, click on *'Open'*.
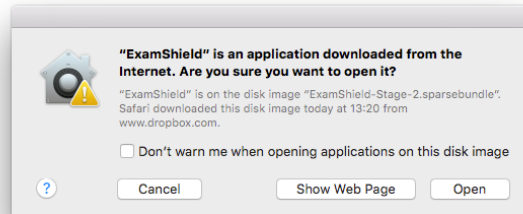
A new dialogue will appear, allowing you to open the application. macOS Sierra will remember this preference and never ask for this confirmation again.

Once installation is completed select '*Open'* and a new window will appear.
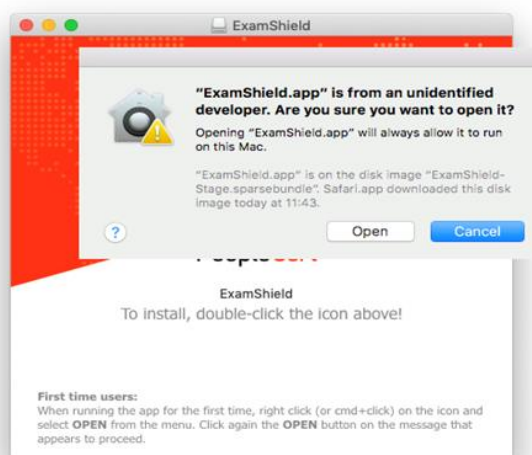
Please login using your PeopleCert profile username and password.

If you used Facebook, LinkedIn or Google sign-in to register to your profile, please click on the relevant icon to login.

To run ExamShield in another language, click on the relevant flag in the bottom right corner of the screen.

A countdown timer to your exam will appear under your exam credentials.

The '*Call'* button re-directs you to the phone number where you can contact PeopleCert's customer support.

The '*Chat'* button re-directs you to the chat where you can contact PeopleCert's customer support.
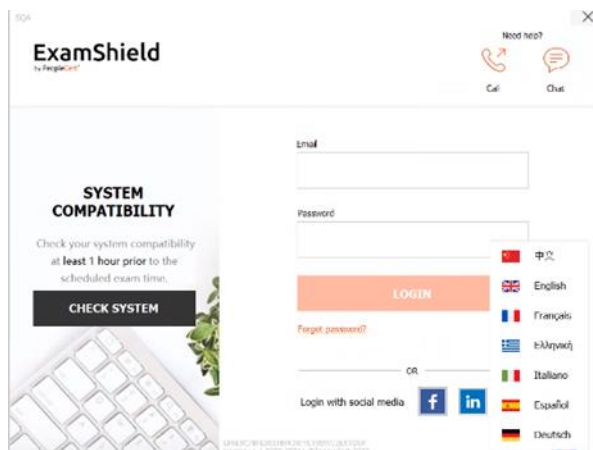
Step 2: Compatibility Check

Click '*CHECK SYSTEM'* to carry out the compatibility check.

Before you take your exam, **you must** carry out a system compatibility check. This checks your computers' system integrity, audio, camera, internet connection and speed. The compatibility check is mandatory before you can start your exam and must be completed **at least 24 hours before your scheduled exam time. When you carry out this check you must**:

o   Use the same computer you will use on your exam day

o   Use the same computer set up (camera, headset, screen etc.) and network (wifi/lan) that you will use on your exam day

o   Complete the compatibility check in the same room where you will take your exam.

The compatibility check also identifies if you are using more than one screen. You can only have **one screen activated**. If you want to use a larger screen with your computer or laptop the set up must be as we describe in points 1 and 2 below. This set up must be completed before you carry out the compatibility check otherwise you will not be able to successfully complete this stage.

1.   Set your preferred screen as primary

2. Disconnect any other screen(s) (other than your primary screen) from your computer and make sure the screen(s) is covered (e.g. by using a towel).

Please note that the compatibility check will not detect any security settings on your computer or virtualisation programs that could interfere with the connection to ExamShield. Any such connection interference will only be detected during actual exam connection.

The system compatibility check takes approximately 5 minutes to complete.

We also recommend you **repeat the compatibility check approximately 2 hours before your scheduled exam time** in case there are any Operating (OS) updates to your computer since your first compatibility check. Sometimes OS updates can alter a computer's configuration, so it is best to check before your exam in case you need technical assistance from us.

The compatibility check consists of 4 parts:

- System integrity
- Audio
- Camera
- Internet connection.

System integrity

System Integrity checks the compliance of your Operating System (OS) with the ExamShield application requirements (e.g. the OS version and free disk space).
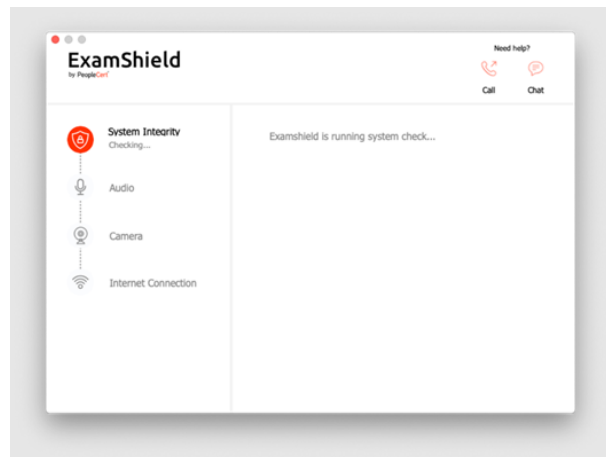
Audio

To check audio, select '*BEGIN AUDIO TEST*'.
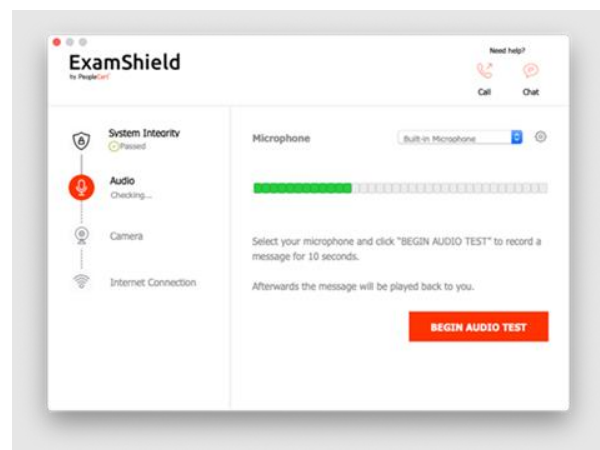
Your microphone will be recorded for 10 seconds.
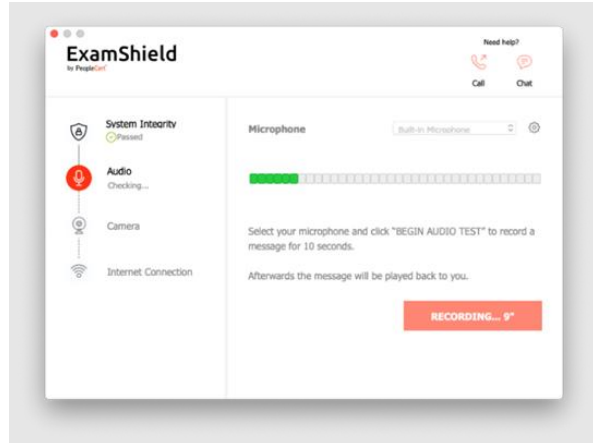
ExamShield will play back the recording. If you can hear your voice, select *'YES'* to proceed. If you cannot hear your voice select *'NO'* to begin audio test again.
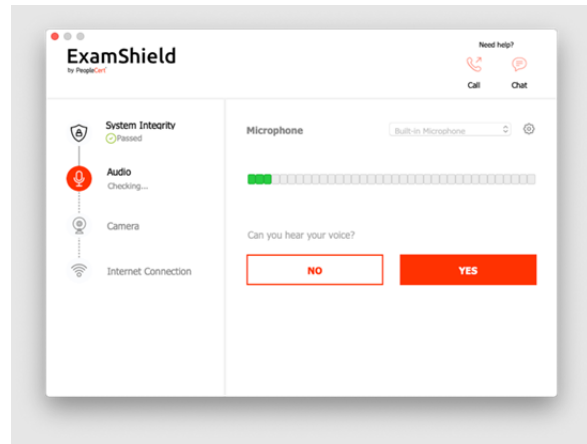
Camera

To check your camera is functional, you will be asked to see if you can see yourself in a specific panel. You can edit the settings of your camera by selecting the button next to Camera dropdown menu.

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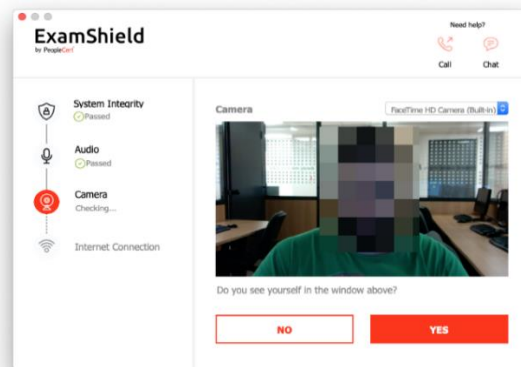
After completing each compatibility check a message informs you if the check has *'Passed'* or *'Failed'* or if a '*Warning*' is raised.

For '*Failed'* checks detailed error information and possible workarounds are provided.

Click '*CHECK AGAIN'* to retry.
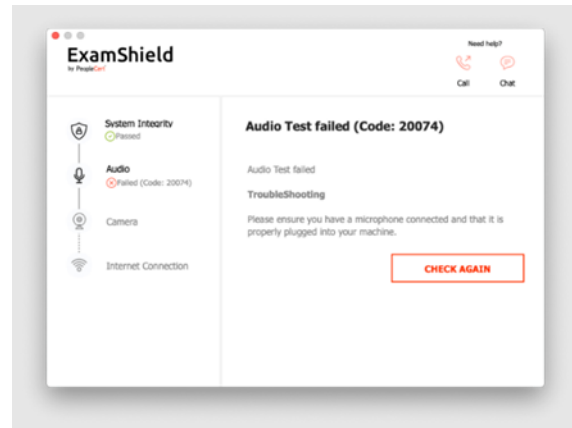
If there is a 'Warning' message, click on the arrow on the right of the warning to view more details.

A 'Warning' message will not prevent you from taking the exam. It offers suggested action you can take to help ensure an optimal exam experience.

Internet Connection

During the Internet Connection testing you will be asked to record a 10 second video and upload it.
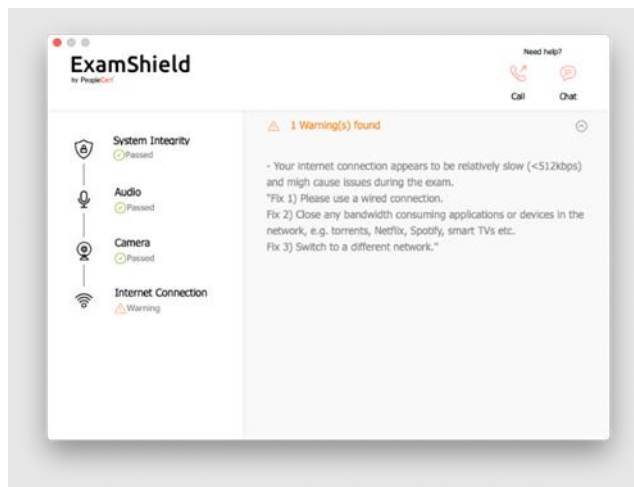
After a successful compatibility check, **and if your scheduled exam start time is in less than 10 minutes**, you will be able to start the exam by clicking "START EXAM".

Otherwise, you should terminate the application and launch it again **30 minutes** before your scheduled exam time.
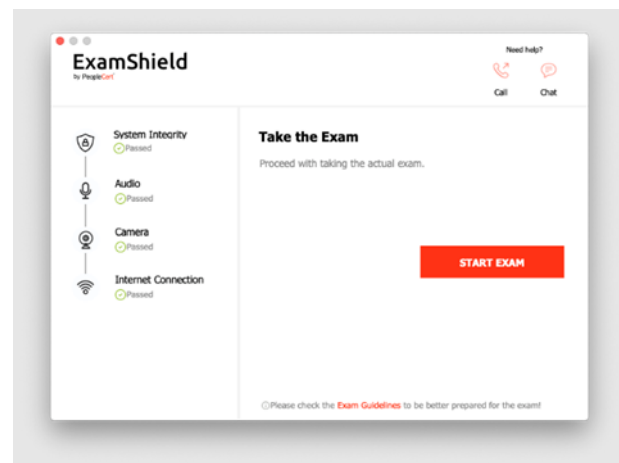
By clicking on the **Exam guidelines** link on the bottom of the screen, this provides you with important reminders and guidance in readiness to take your exam.
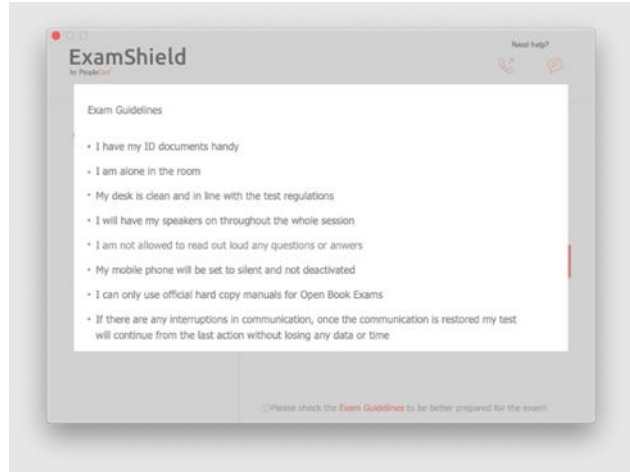
Step 3: Log in to ExamShield

Double click the ExamShield icon from your desktop and **click** '*TAKE EXAM*' to login.

Step 4: Self-onboarding

An intuitive wizard will guide you towards connecting to your proctor and starting your exam.

1. Accept NDA

Click '*Next*' to accept the Non-Disclosure Agreement and Terms of Use.

You cannot continue unless you accept the terms of use. Click '*End Exam*' if you do not accept the terms and do not wish to continue.
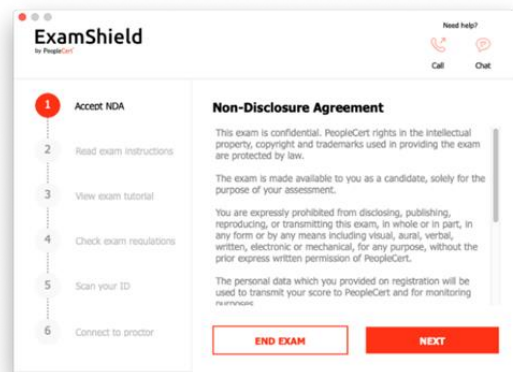
2. Read exam instructions

Read the information carefully before you proceed to the next step.
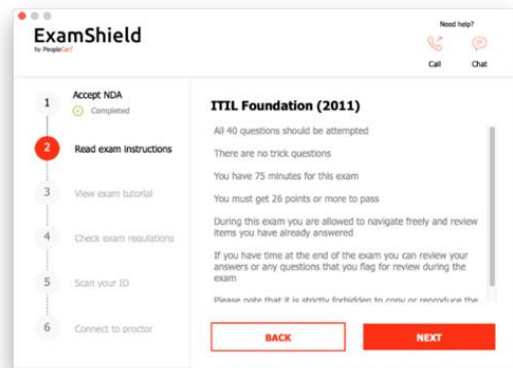
3. View Exam Tutorial

A quick tutorial helps you become familiar with the exam environment. You will learn how to:

- ✓ Navigate among questions
- ✓ Flag a question
- ✓ End the exam.
- ✓ Zoom in or zoom out
- ✓ How to refresh and login in case of a network disconnection.
- ✓ Communicate with your proctor through chat.
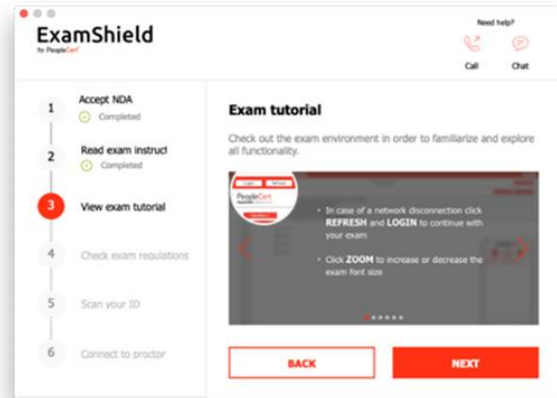
4. Check exam rules

Read the rules and confirm you have read and approved all of them.

The 'Next' button becomes clickable once you have ticked **all** of the exam rules.
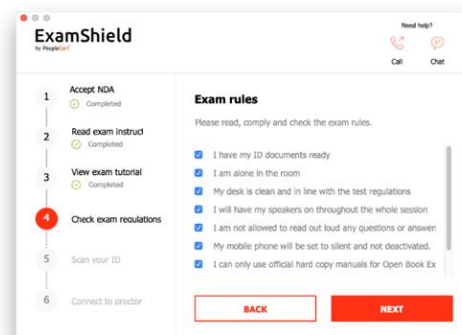
5. Scan your ID

You will need to upload or take a picture of your ID Document so we can verify your personal information.

Select *'BROWSE'* to upload a picture of your ID. Or scan the QR code to initiate through your mobile device.

If you prefer to capture your ID via your mobile phone – scan the QR code and follow the given instructions. Your device should be equipped with a functional camera and a QR code reader.
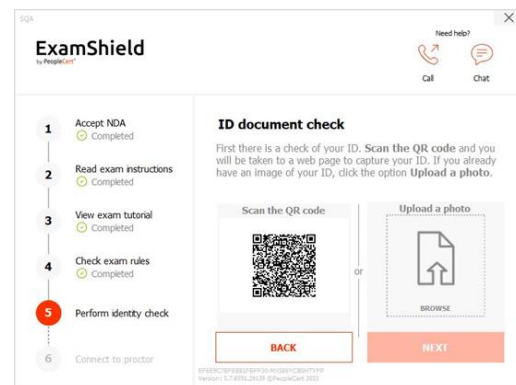
Once completed you will be prompted to perform a Face Capture.

Lastly, you will be asked to go through the Facial Recognition process.
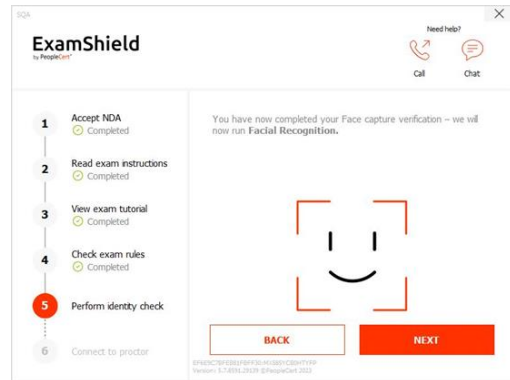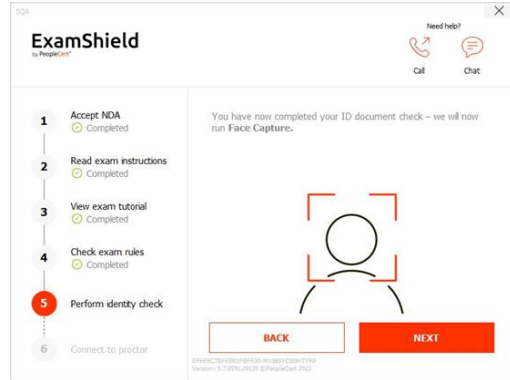
6. Connect to Proctor

Once you complete the above steps, click '*LET'S GO*' to connect with your proctor. By clicking '*LET'S GO*' you consent to Peoplecert recording your screen, camera and keystrokes for quality and auditing reasons.
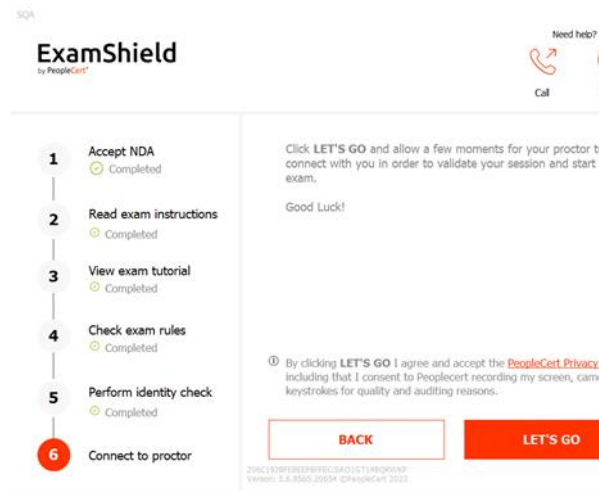

Make sure all applications are closed before logging in. **If any applications are open,** Exam Shield will notify you that the applications need to close. Click on Close Applications. If an application doesn't close automatically, check the application, save your work and close it manually.

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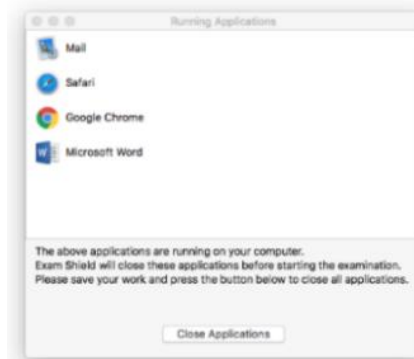
Once logged in, one of the two following control panels will open:

Many2Many control panel on the right, indicating you have successfully joined the session. You can minimise the control panel by clicking by clicking the yellow button in the top-left corner.
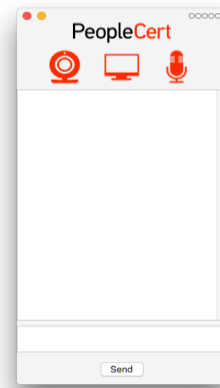
You will not be able to start until your proctor unlocks your exam.
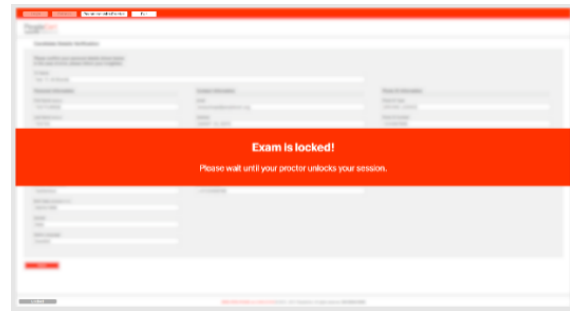
Step 5: Your proctor joins the session

You will be instructed to:

- Check your audio and video performance

- Complete the required security checks

- Confirm your personal details. If any of the information is incorrect, please tell your proctor immediately

- **Your proctor will let you know when you can begin your exam!**

Click *'Next'* to continue only when prompted by your proctor.

Please note: *Your exam session will be recorded, and your 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 proctor will pause the exam timer to prevent any impact on your allotted time. Once the connection is restored, you will be able to resume your exam and the time will not be affected.*

Step 6: Begin your exam

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Read the information carefully before you start the exam.

- If you are taking a Lean Six Sigma exam you can print the help file by clicking on the 'Print Scenarios' button. **Please note:** Acrobat reader is required to view PDF files if the build in book will be used (or any other PDF reader).
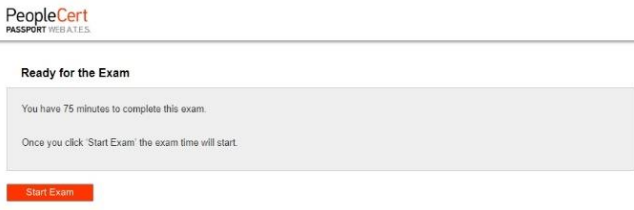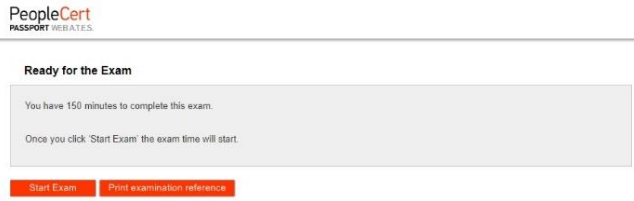


- Click *'Start Exam'*.

Step 7: 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 an exam that requires help files, the appropriate scenario will be provided under the question. You can also open it in a new window by clicking on the button **Open scenario in window**.

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**, **click to deselect the flag.** 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 can review a question as many times as you want.
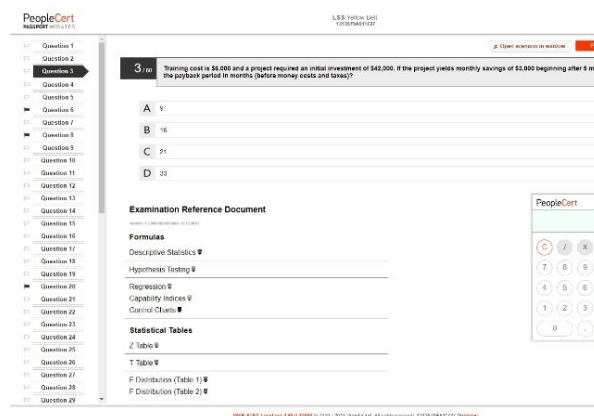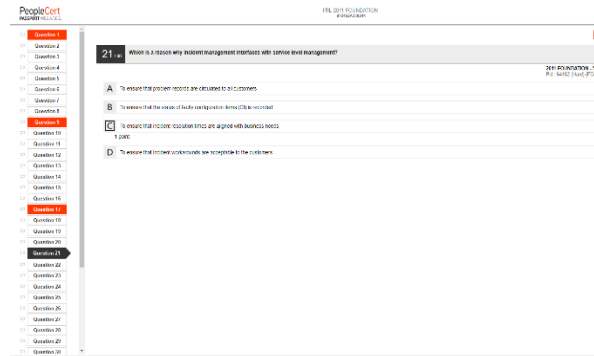
A pop-up message will remind you 15 minutes before your time runs out!
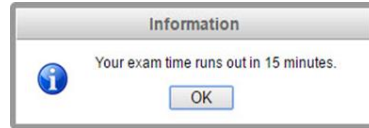
Step 8: End the exam

When you have completed your exam, click the '**End Exam**' on the bottom right menu. Your answers are automatically submitted, and no changes can be made. If there are any unanswered questions you will be notified by a message. Questions that have not been answered will be marked as incorrect.
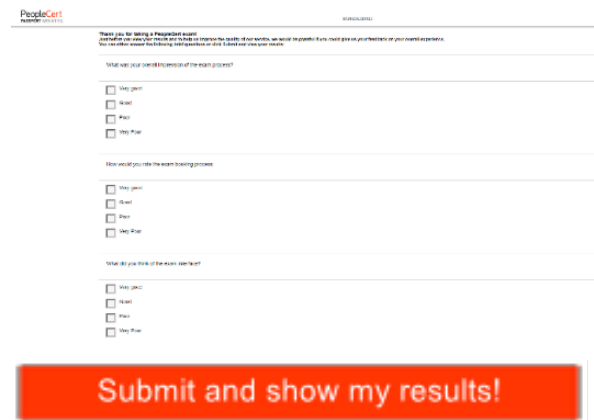
You will need to **confirm** that you want to end the exam.
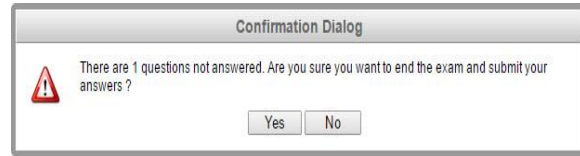
Step 9: Take the Satisfaction Survey

You may be prompted to complete a short satisfaction survey, to provide us with feedback on your exam experience. You can skip this if you wish and proceed to your results.

Step 10: Get your results

The Exam Results Report appears. Results are **provisional and subject to verification by PeopleCert**.

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

Your proctor will confirm the exam session has been successfully completed and ask you to **destroy** any scratch/note papers or scenarios you used and exit from ExamShield.

We advise you to uninstall ExamShield from your computer.

All done!

PeopleCert