



I N F O R M A T I O N

More information, more knowledge, more IT.

## ONLINE PROCTOR EXAM

### Step by step Guide & Requirements

To make your Proctor-Online testing as simple and transparent as possible, we provide you this guide that will lead you step by step through the process of online examination with Proctor.

**We wish you a successful exam!**

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#### Online Proctored Exams Process at a glance:

Online Proctoring is a service that allows candidates to complete their exams, certifications and assessments at any time while still ensuring academic integrity for the institution. Candidates can take exams from home, work or anywhere with Internet access while utilizing almost any computer and webcam.

Exams can be taken 24 hours a day, seven days a week. During your exam, you will be connected to a live Proctor who will guide you through the process and assist with any technical issues.

A few days after you have ordered your online exam with us, Peoplecert will send you a registration email with a link to the Peoplecert [Candidate Portal "Passport"](#) where you in a next step have to create a personal account. The registration email also includes the "Voucher Code". This Code is required to register for your online exam and to schedule an appointment.

At the end of the exam, you get the preliminary results online. The official results are published within two days and you can then access, view and download your e-certificate through your profile at the Peoplecert Candidate Portal "Passport".

#### **Please be aware of the following restrictions:**

At least 4 hours must elapse between the application for examination and the exam itself. The "reservation" of an appointment in the system is automatically a fixed booking.

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Technical Requirements

For Windows:

- Windows® 10, Windows® 8.1, Windows® 8, Windows® 7 or Windows® Vista
- 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 not allowed)
- Keyboard and mouse or other pointing device
- A single web camera (embedded or external) you can rotate.

For MacOS:

- MacOS Yosemite (10.10), El Capitan (10.11) or Sierra (10.12)
- Mac compatible web camera and microphone (for Mac Mini and Mac Pro)
- Active Full-Time/Broadband internet connection of at least 4Mbps
- Keyboard and mouse or any other pointing device
- Speakers and microphone (the use of headsets is not allowed)

You can/should conduct a diagnostic of your Environment at the [Peoplecert Homepage](#)

Online Proctoring – Step by Step

Step 1 – Create your Account at the Peoplecert Candidate-Portal

Once you have booked an online training including an exam, you will receive a Registration e-mail from Peoplecert and can schedule your exam.

Therefore you have to create a personal account on the Peoplecert Candidate Portal “Passport”.

To create an Account please click on the link <https://candidate.peoplecert.org/>. This will take you to the login page where you can start to create your account.



Dear Menia,  
 We would like to inform you that the following exam vouchers have been ordered for you:

Voucher Code	Module	Voucher Valid From	Voucher Valid To
25DE5170E74B4C63	ITIL Foundation (2011) [CB]	2017/10/18	2017/12/31

Exam Language:  
 Trainer: JAMES TRAINER

To redeem your exam vouchers, please read the [Candidate Guidelines](#) and follow the steps below:

- Step 1: Visit <https://candidate.peoplecert.org/>
- Step 2: Create your PEOPLECERT profile. If you already have one, please log in and select Register for an exam.
- Step 3: Select Register for an exam and schedule your exams by completing the form.

Kind regards,  
 PEOPLECERT

Please click on the button „Create an Account“ on the Startpage

**PEOPLECERT PASSPORT CANDIDATE**

Sign in with your **PASSPORT** Account

Username or Email: elearning@maxpert.de

Password: ●●●●●●●●

Sign In

[Can't access your account?](#)

New to **PASSPORT**? [Create an Account](#)

[Help Instructions](#)  
[Instruções de Ajuda](#)

Our customer helpdesk is available 24/7/365.  
If you have any questions, please [contact us](#)

Your **PASSPORT** to:

- ✓ Register and manage your exam in simple steps
- ✓ View your results and exam history in a secure environment
- ✓ Download and print your e-certificate

*...that simple!*

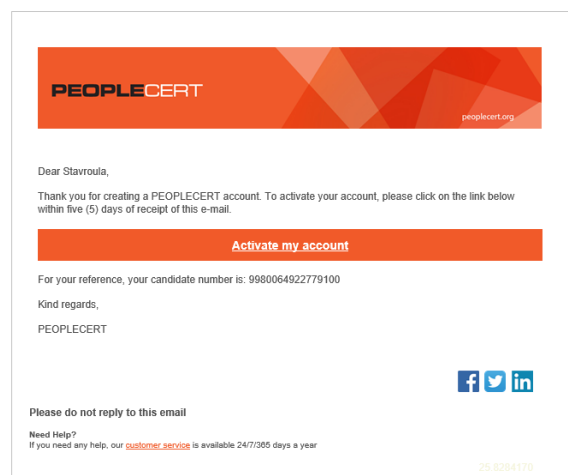
Secured by Thawte 2017-10-18

The click will lead you to a page where you have to fill in your personal data:

- Firstname
- Last Name
- Gender
- Native Language
- Name on the Certificate
- A Valid Photo Identification document (if wanted | please note: You will be asked to show the same ID on the day of your exam)
- Birthdate
- E-Mail
- Address
- Telephone (if wanted)
- Access Credentials.

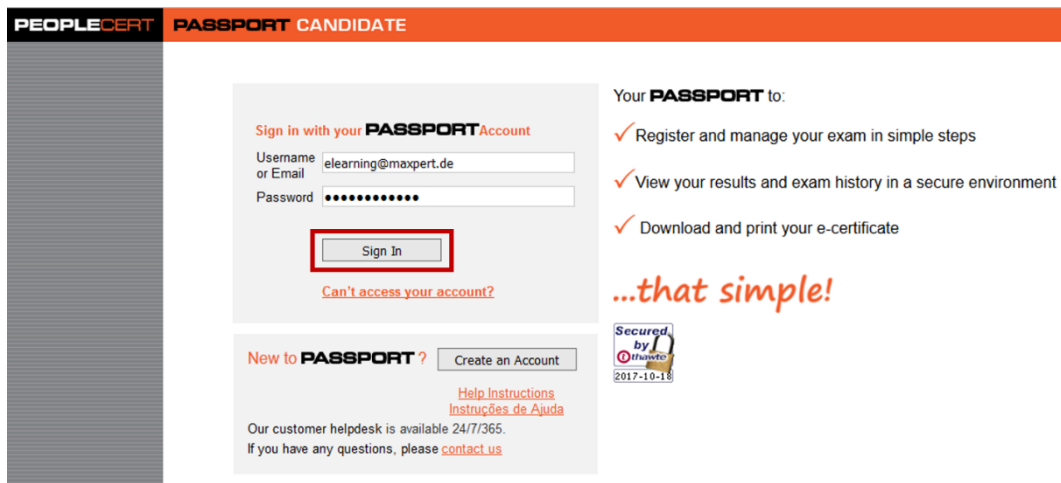
After filling in the form click on “I accept. Create my Account”.

An e-mail with subject “**Activate Passport Account**” will be send to you. To complete the activation process click on the “**Activate my account**” link.

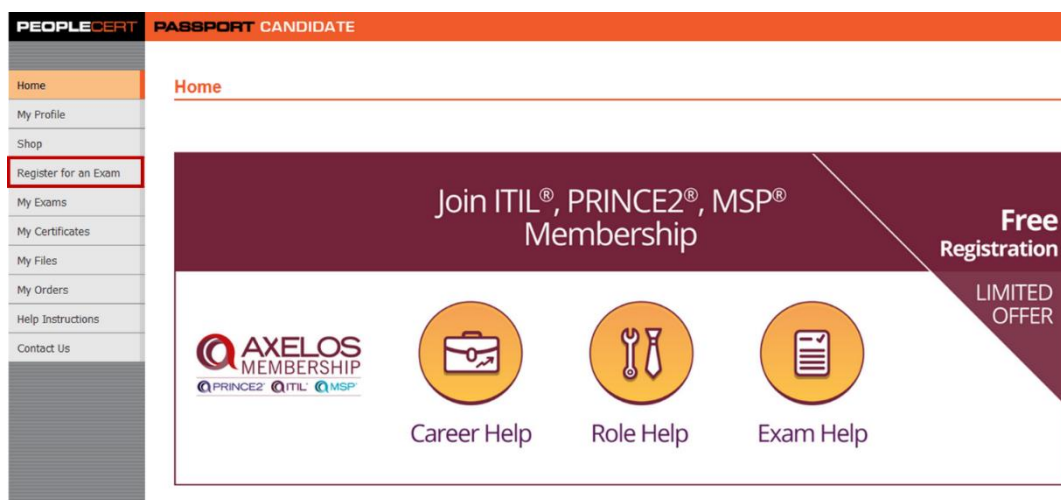


## Step 2 – Register for your Exam

Go to <https://candidate.peoplecert.org/> enter you username and password and click on “Sign In”.



To Register for your Exam please click on the tab “Register for an Examn” on the left sidebar:



The Screen “Register for an Exam” appears.

For an online exam please choose “Using an Exam Voucher” and leave the Exam Voucher code you received with the registration email (“Voucher Code”). To confirm please click the button “Submit”.

**PEOPLECERT PASSPORT CANDIDATE**

Home  
My Profile  
Shop  
**Register for an Exam**  
My Exams  
My Certificates  
My Files  
My Orders  
Help Instructions  
Contact Us

**Register for an Exam**

Using Exam Booking ID  
 **Using Exam Voucher**

Enter Exam Voucher

For your convenience, you can check that your system is compatible with the PEOPLECERT Web Proctoring System by clicking on the button below.

**Test it before you take it**

As next Peoplecert will send you an exam registration confirmation e-mail with your exam details. These are also available in the View profile section of your Web Account.

### Step 3 – Schedule an exam appointment

#### a. Check your Voucher and Exam Data

Log in to your account at the Peoplecert Candidate Portal and choose “Register for an Exam” on the left sidebar. Check, correct or complete your Voucher and Exam data:

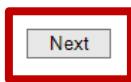
##### Voucher Data

You can update your name by visiting [My Profile](#) section. Updating your name can only take place before completing your first exam registration. If any further modifications are needed, please contact [customerservice@peoplecert.org](mailto:customerservice@peoplecert.org)

<b>First Name / Given Name (in English) :</b>	MELPOMENI
First Name / Given Name (in Native) :	MELPOMENI
<b>Last Name / Surname / Family Name (in English) :</b>	NAZIROGLOU
Last Name / Surname / Family Name (in Native) :	NAZIROGLOU
<b>Test Centre*</b>	Demo TC BMP
<b>Module*</b>	ITIL Foundation (2011) [CB]
<b>Exam Language*</b>	<input type="text" value="English"/>
<b>Voucher Category*</b>	With Live Proctor
<b>Expiration Date (DD/MM/YYYY)*</b>	31/12/2017

### Exam Data

<b>Exam Location*</b>	Home
<b>Exam Postal Address*</b> <small>(Street No, Street Name, State City, Postal Code)</small>	3 Korai Street, Athens, 10564
<b>Exam Country*</b>	Greece
<b>Exam Time Zone*</b>	(UTC+02:00) Athens, Bucharest
<b>Trainer</b>	JAMES TRAINER [TC]
<b>Additional Results Recipients</b>	menianaz@peoplecert.org, annamaria@peoplecert.org
<b>Successful Candidate Register</b>	
<input checked="" type="checkbox"/> I agree to be listed on the AXELOS Successful Candidate Register upon successful completion of the relevant AXELOS exam	



**Note:** Please be aware of the following Data:

➤ **Voucher Data:**

- **Exam Language:** please choose the right Language in case that this option was not selected from the Test Centre Manager while the order was placed

➤ **Exam Data**

- **Exam Location:** You have the option to select Home/office or other.
- **Exam Postal Address:** Refers to the place where the exam will be conducted. It's just a formality.
- **Exam Country:** Refers to the country where the exam will be conducted.
- **Exam Time Zone:** It's crucial to select the correct time zone as the exam time will be scheduled according to this one.
- **Trainer:** Refers to the course trainer and is pre-filled where is applicable. No actions are needed from your side.
- **Successful Candidate Register:** In case you wish to be listed on the relevant AXELOS Successful Candidate Register upon successful completion. Not a mandatory field.

**If all data are correct** click on the „Next“ button. A screen with a calendar and available exam slots appears where you can schedule your exam date and time based on your preference.

b. Choose exam date and time

Please choose the exam date on the left hand side and you will see the available time slots for this day. When you are ready, click on “Register for the exam” and then “Confirm exam details”.

**Note:** the Start time is based on the time zone you have already selected under the Exam Data section.

The screenshot shows the 'Exam Date and Time Data' interface. On the left is a calendar for October 2017 with the 20th selected. On the right is a 'Start Time' grid with three columns representing time ranges: 12:00am - 08:00am, 08:00am - 04:00pm, and 04:00pm - 12:00am. Below the grid, the 'Selected Start Time' is 07:55 (07:55 AM), 'Exam Duration' is 01:15, and 'Expected End Time' is 09:30 (09:30 AM). At the bottom, there are two buttons: 'Register for the exam' (highlighted with a red box) and 'Reset'.

An instant message informs you that your exam has been booked successfully.



**Your exam has been booked successfully!**

You should receive a confirmation e-mail with your exam information. If you do not receive an email shortly, please contact us at [customerservice@peoplecert.org](mailto:customerservice@peoplecert.org)

And a confirmation e-mail with the exam details and the next steps will be sent to you. Please read the instructions carefully.

**Note:** You have to log in to the Candidate portal at least 1 hour prior your exam time to install the Exam Software (Exam Shield).



Dear Melpomeni,

Thank you for choosing PEOPLECERT for your ITIL Foundation (2011) exam!

Your exam is scheduled for Friday 20 October 2017 at 04:55 your local time (UTC+02:00).

Step 1: Before you take the exam, you need to read the **Web Proctored Exams Candidate Guidelines** carefully. Please download the appropriate version:

- [Windows version](#)
- [macOS version](#)

Step 2: You need to ensure that:

- You have a valid photo ID available
- Any Virtualization Software is disabled
- Your computer meets the system requirements as described in the guidelines

Step 3: 1 hour prior to the exam, you need to **install the Exam Shield** by following the guidelines. Once installed, please log in 10 minutes before your exam start time. Done!

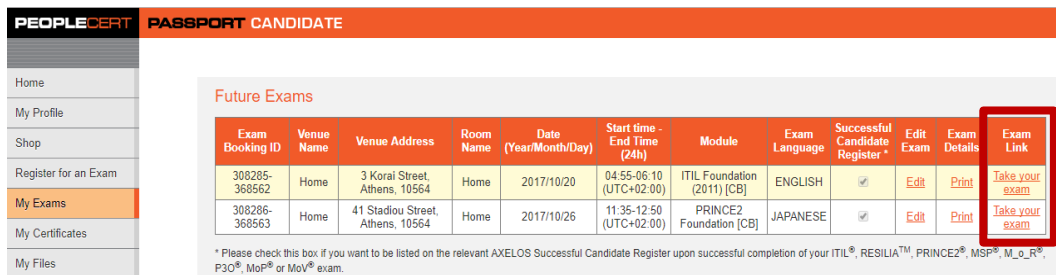
**Your exam details below**

Candidate number: 9980029530057453  
Exam ID: 308295  
Exam Voucher ID: 25DE5170E74B4C83  
Exam Module(s): ITIL Foundation (2011) [CB]  
Exam Language: ENGLISH  
Exam Location: Home  
Exam Location Address: 3 Koreai Street, Athens, 10564  
Trainer: TRAINER JAMES

We wish you the best of luck on your exam!

Kind regards,  
PEOPLECERT

In addition, the confirmation e-mail is also available through your profile, under the “My Exams” Section. Click on “Take your exam” hyperlink and follow the instructions on how to take your exam.



The screenshot shows the PEOPLECERT PASSPORT CANDIDATE interface. On the left is a navigation menu with options: Home, My Profile, Shop, Register for an Exam, My Exams (highlighted), My Certificates, and My Files. The main content area is titled 'Future Exams' and contains a table with the following data:

Exam Booking ID	Venue Name	Venue Address	Room Name	Date (Year/Month/Day)	Start time - End Time (24h)	Module	Exam Language	Successful Candidate Register *	Edit Exam	Exam Details	Exam Link
308285-368562	Home	3 Korai Street, Athens, 10564	Home	2017/10/20	04:55-06:10 (UTC+02:00)	ITIL Foundation (2011) [CB]	ENGLISH	<input checked="" type="checkbox"/>	Edit	Print	Take your exam
308286-368563	Home	41 Stadiou Street, Athens, 10564	Home	2017/10/26	11:35-12:50 (UTC+02:00)	PRINCE2 Foundation [CB]	JAPANESE	<input checked="" type="checkbox"/>	Edit	Print	Take your exam

\* Please check this box if you want to be listed on the relevant AXELOS Successful Candidate Register upon successful completion of your ITIL®, RESILIA™, PRINCE2®, MSP®, M\_o\_R®, P3O®, MoP® or MoV® exam.

### c. Read the Guideline

Please read the Web Proctored Exams Candidate Guidelines carefully in Step 1 & 2. Step 3 leads you to the installation of „Exam Shield“ (**At least 1 hour prior to the exam!**)

**Step 1:** Before you take the exam, you need to read the **Web Proctored Exams Candidate Guidelines** carefully. Please download the appropriate version:

- [Windows version](#)
- [macOS version](#)

**Step 2:** You need to ensure that:

- You have a valid photo ID available
- Any Virtualization Software is disabled
- Your computer meets the system requirements as described in the guidelines

**Step 3:** 1 hour prior to the exam, you need to **install the Exam Shield** by following the guidelines. Once installed, please log in 10 minutes before your exam start time. Done!

### Don't forget – System check (recommended)

To avoid surprises at the exam day we recommend a test of your technical equipment (PC / laptop, camera, microphone, internet bandwidth). For this purpose a checkup function is available on [the Peoplecert website](#).

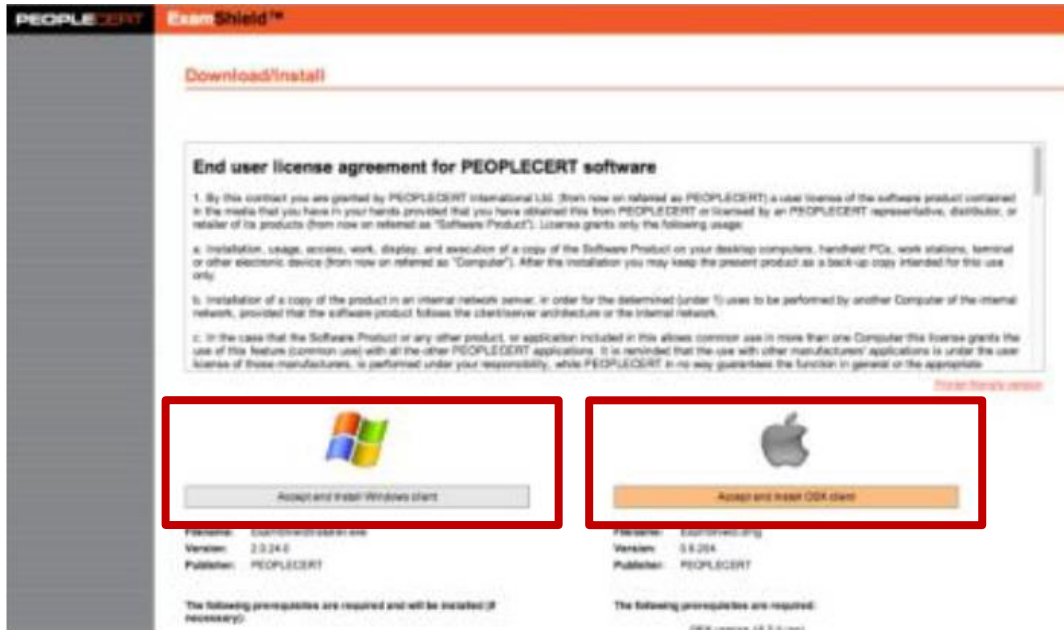
**Note:** Please use the same infrastructure for the check-up and the examination.



### Step 4 – Install the Exam Shield

At least 1 hour prior to your exam, you have to install the “ExamShield”. Before you start **close all applications running on your computer and disable any Virtualization Software.**

Please start the download according to the environment you are using for the exam (Windows or MacOS).



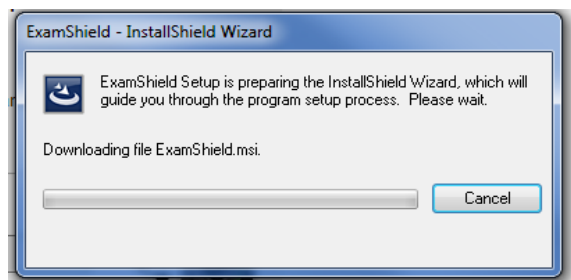
#### a. Exam Shield Installation for Windows (MacOS please see below)

Click on “Accept and Install Windows client” 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 (The pin number is unique for each exam).

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.**



### b. Exam Shield Installation for MacOS

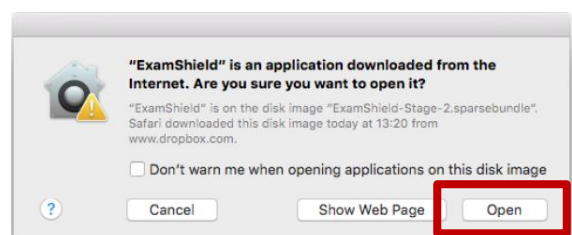
Click on “Accept and Install OSX” to set up the Exam Shield application.

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.

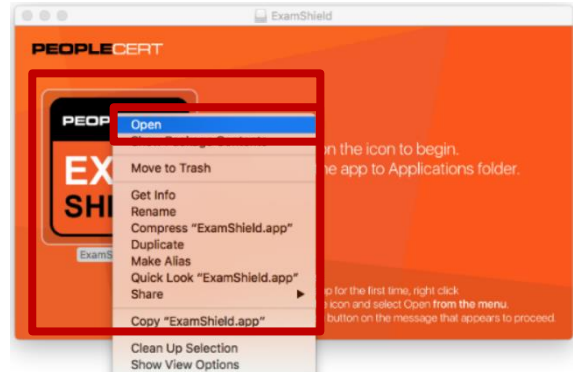
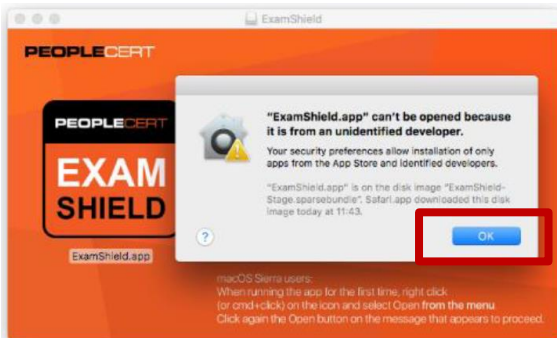
Double click on the Exam Shield icon to run the application.



Click on “Open” to open the application.

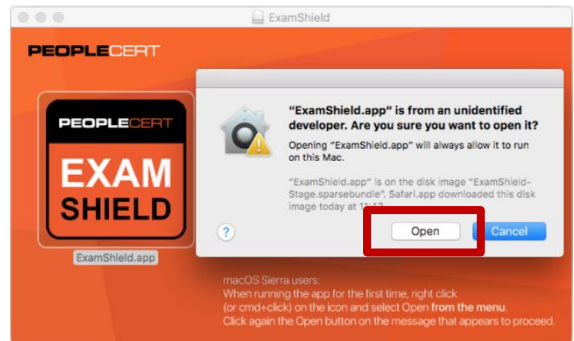


If Exam Shield displays the message “ExamShield.app” can’t be opened because it is from an unidentified developer”, confirm with “OK” and then use your right click or command and click on the application icon and select open from the menu.



A new dialogue will appear, allowing you to open the application. MacOS Sierra will remember this preference and never ask for this confirmation again.

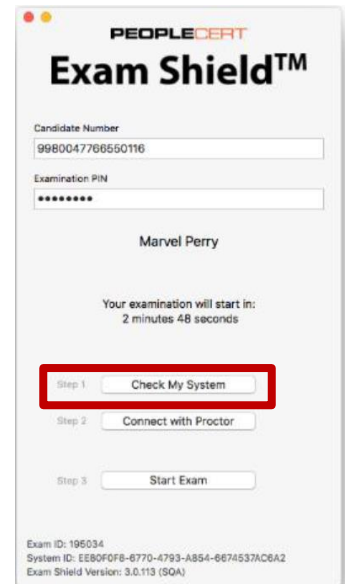
Click on “Open” to start the application



A new window with your Candidate Number, your Examination pin and a count-down clock to your exam will appear.

Please note that the candidate number and the examination pin are pre-populated (The pin number is unique for each exam).

Please press “Check My System” to test if your camera, microphone and audio are compatible with the Exam Shield communication control panel.



## For Windows and MacOS

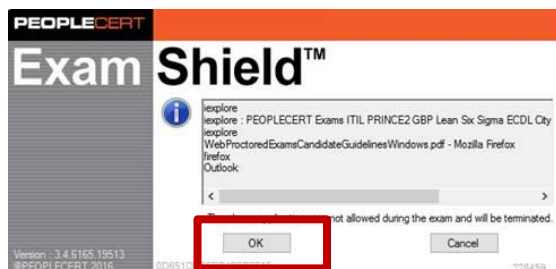
If you experience difficulties in installing Exam Shield, please deactivate/disable any Antivirus software and repeat the above steps. The Antivirus software must remain deactivated throughout the duration of the exam. You are strongly advised to re-enable it upon the exam completion.

## Step 5 – Taking the Exam

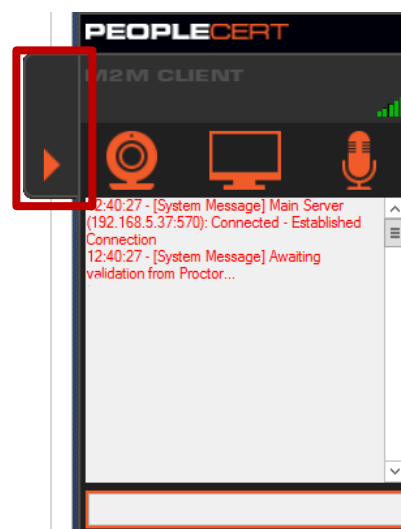
### a. Log In to the Exam Shield - 10 Minutes prior to the exam:

#### a.a. Log in the Exam Shield with Windows (MacOS please see below)

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.



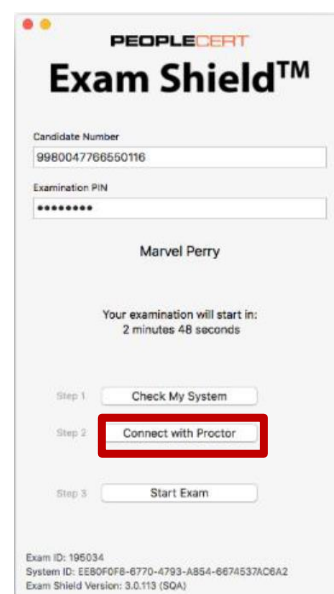
Once logged, the Many2Many control panel on the right, indicating you have successfully joined the session. You can minimize the control panel by clicking on the red arrow button.



#### a.b. Log in the Exam Shield with MacOS

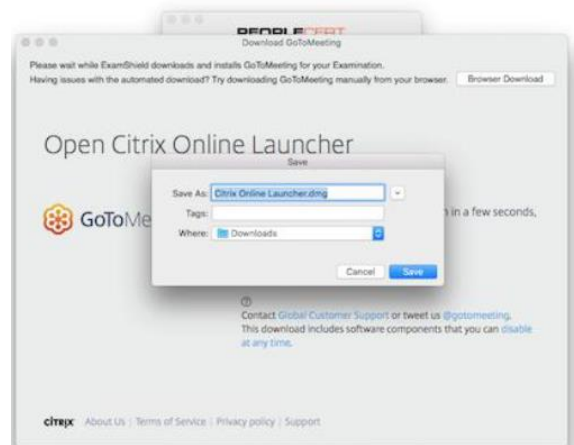
Make sure all applications are closed before logging in. If any applications are open, Exam Shield will notify you that they need to close.

Open the ExamShield application and press “Connect with Proctor” to initialize the communication control panel. You will either have the PEOPLECERT communication tool or GoToMeeting.

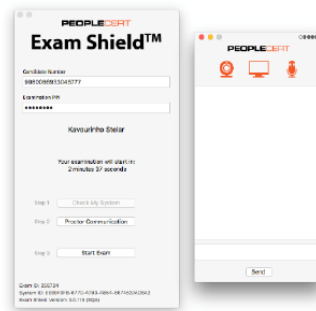


## Online Proctor Exam | Instructions & Requirements

If GoToMeeting is not installed on your Mac, you will be guided to download install and run it. The communication control panel must be visible throughout the exam.



Once the communication control panel is downloaded, installed and running, wait for the exam proctor to join the session. The Start Exam button will be enabled for you to login 10 minutes before the exam start time. You will not be able to start until your online proctor unlocks your exam.



PEOPLECERT communication panel



GTM panel

### b. Your online proctor joins the session (for Windows and MacOS)

Your online proctor joins the session and will lead you through the next Steps and then start the exam if you are ready.

#### He will instruct you to:

- Check your audio and video performance
- Show your ID to the camera
- Show your room (360° rotation) and your desk
- Your online proctor will let you know when you are set to begin your exam!

You have to submit, that the shown Candidate Details are correct with a click on “Next”



### Candidate Details Verification

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

TO Name Demo		
<b>Personal Information</b>	<b>Contact Information</b>	<b>Photo ID Information</b>
First Name (Name) XXXXXXXX	Email XXXXXXXX@XXXXXXXX.XX	Photo ID Type NATIONAL IDENTITY CARD
Last Name (Name) XXXXXXXX	Address XXXXXXXXXX	Photo ID Number XXXXXXXXXX
Father's Name (Name) XXXXXXXXXX	Postal Code XXXXXXXXXX	Photo ID Issue Date (DD/MM/YYYY) 30/06/2003
First Name (Last) XXXXXXXXXX	Country of Residence Greece	
Last Name (Last) XXXXXXXXXX	Telephone Number +XXXXXXXX	
Father's Name (Last) XXXXXXXXXX	Mobile Number +XXXXXXXXXX	
Birth Date (DD/MM/YYYY) 02/06/1984		
Gender Female		
Native Language English		

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 turned 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. The proctor will be able to see you but you will not see the proctor.

In the next step you have to accept the terms of Use with a click on “Next”. If you do not accept the terms and want to end the exam, click on “End Exam”.



### 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 visual, sound, verbal, or other, electronic or mechanical, for any purpose, without the prior approval and the permission of PEOPLECERT.

The personal data which you provided on registration will be used to transmit your exam 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 signify your signature, **ACCEPT** these terms and continue with the exam.

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

Next

End 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.



Please read the Exam Instructions carefully before you start the exam by click on "Start Exam"



## 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

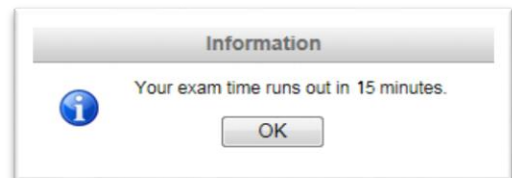
## c. Answer the questions

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 or next/previous from your screen on the right side. 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.

The screenshot shows the PEOPLECERT exam interface. On the left, there is a vertical list of questions from Question 1 to Question 30. The first question, Question 1, is highlighted. On the right, the question card for Question 1 is displayed, showing the question number '1 / 40' and four multiple-choice options: A, B, C, and D. In the top right corner, there is a timer showing '00:59:58' and a 'Next' button. At the bottom right, there is an 'End Exam' button. The PEOPLECERT logo and 'PASSPORT WEB A.T.E.S.' are visible in the top left corner. The text 'ITIL 2011 FOUNDATION 90666A308364' is displayed in the top center. At the bottom, there is a small copyright notice: 'WEB A.T.E.S. Eu ver 2.39.0.32537 © 2010 - 2017 PEOPLECERT. All rights reserved. 90666A308364 Disclaimer'.

To answer a question, click on the square of the answer you want (A, B, C or D). 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!

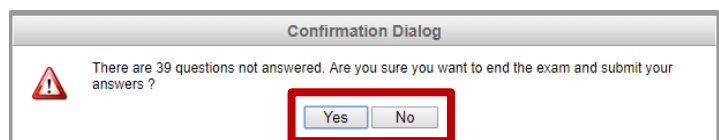


### d. End the exam

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.



### e. 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 by click on "Submit and show my results!" and the end of the page.



## f. 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 notes or scenarios you have used and exit from the Exam Shield.

You are advised to uninstall the Exam Shield.

**All done!**

---

**We wish you a successful Exam!**

**Your Maxpert Team**

---

**More Questions?**

If you require any assistance with your online exam, please contact [customerservice@peoplecert.org](mailto:customerservice@peoplecert.org) for support.

PEOPLECERT  
PASSPORT WEB A.T.E.S.

98685A30E364

ITIL Foundation (2011)

Total score: 0.00 out of 40.00.  
Percentage score: 0.00%.  
Sorry, you failed the exam.

Candidate Name	ELENI CHRONOPOULOU
Candidate Number	9980010029512404
Assessment Test Code	4990685_en
Examination Date	Oct 19 2017 16:16:32
Score Report Date	Oct 19 2017 16:40:22
Candidate Score	0.00
Maximum score	40.00
Percentage Score	0.00%
Assessment Result Label	Failed

Topic Description	Number of awarded marks	Number of possible marks	Success Rate
FND.01 - Service management as a practice	0.00	4.00	0.00%
FND.02 - The ITIL service life cycle	0.00	3.00	0.00%
FND.03 - Generic concepts and definitions	0.00	6.00	0.00%
FND.04 - Key principles and models	0.00	5.00	0.00%
FND.05 - Processes	0.00	17.00	0.00%
FND.06 - Functions	0.00	2.00	0.00%
FND.07 - Roles	0.00	2.00	0.00%
FND.08 - Technology and architecture	0.00	1.00	0.00%
<b>Total score</b>	<b>0.00</b>	<b>40.00</b>	<b>0.00%</b>

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