

# 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 for Windows:

- 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.

Or ensure that your computer meets the following system requirements for Mac:

- 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" - recommended) 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 SEB 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 was provided at subscription time (if not write to [info@innovativelearning.eu](mailto:info@innovativelearning.eu)).

On the day of the exam, please ensure:

- You have your photo ID available
- You can rotate your webcam 360 degrees
- There are not other webcams or monitors connected
- 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

- 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.

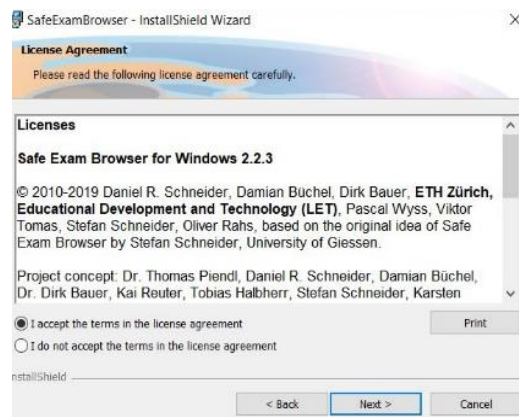
**Please note:**

- If you experience difficulties in installing or executing the Safe Exam Browser (SEB), please add SEB 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 SEB. If you are planning to take another exam, you will receive a new link with instructions on how to reinstall the SEB.
- You should always install the SEB version provided to you for your exam. If you try to use an older version of SEB already installed in your computer, an error may appear.

### 3. SEB Installation

**Up to 1 Hour prior to the exam**

#### Step 1: Install the SEB



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

Click on this link [https://www.safeexambrowser.org/download\\_en.html](https://www.safeexambrowser.org/download_en.html), choose the correct version and download Safe Exam Browser. Once downloaded, launch the installation procedure:

- Click on **“Next”**;
- Accept the terms and click on **“Next”**;



- Click on “Finish”.



Once completed the SEB installation, click on the configuration file **.seb** provided with the instruction mail to complete the configuration and launch its execution.

Before exiting SEB, perform the technical tests as explained below.

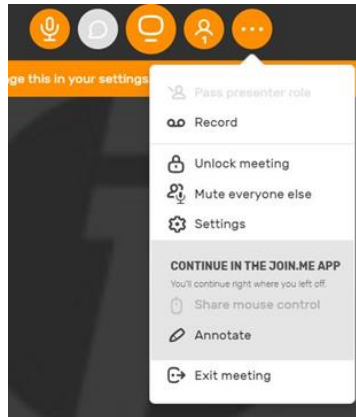
Do not wait to test the process system. Check it at least 1 hour before the exam in order to be able to fix any technical problem.

### **Check the web conference system**

When you open the SEB, a pop-up with the call-conference tool “Join.Me” will appear.

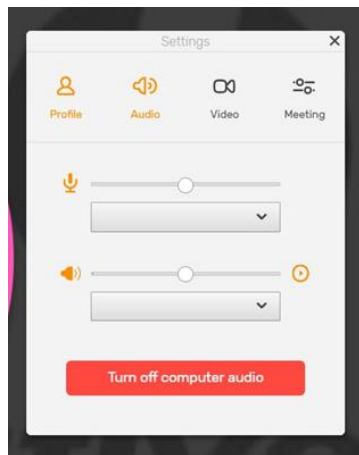
Just insert the meeting code communicated to you by email and start testing the following aspects:

- Audio
- Video
- Internet connection



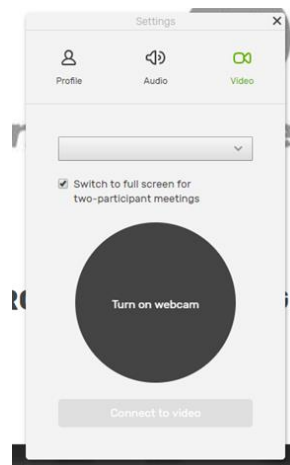
- **Audio**

In order to check audio, select “**Audio**” and set it according to your PC features.



- **Camera**

In order to check that your camera is functional, you will be asked to see if you can see yourself in a specific panel (after clicking on “Turn on webcam”). You will be able to edit Setting of your camera by selecting the dropdown menu.

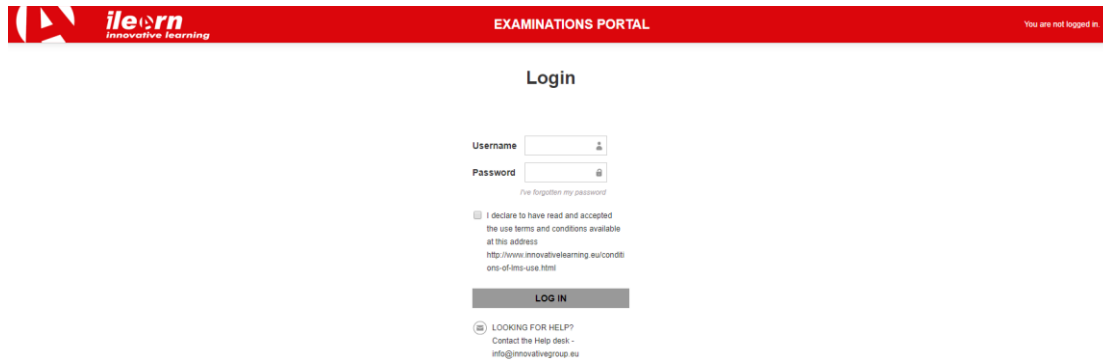


After a successful check of each step, you will be able to **“Start your exam”** if the scheduled exam start time is in less than 5 minutes.

Otherwise you are not allowed to start the examination.

### Check SEB functionalities

Login to SEB with the provided credentials.



The screenshot shows the 'EXAMINATIONS PORTAL' login page. At the top left is the 'ilearn innovative learning' logo. At the top right, it says 'You are not logged in'. The main heading is 'Login'. Below this are two input fields: 'Username' and 'Password'. There is a 'Forgot my password' link below the password field. A checkbox is present with the text: 'I declare to have read and accepted the use terms and conditions available at this address: <http://www.innovativelearning.eu/conditi-ans-of-ems-use.html>'. Below the checkbox is a 'LOG IN' button. At the bottom, there is a 'LOOKING FOR HELP?' link with the text 'Contact the Help desk - [info@innovativegroup.eu](mailto:info@innovativegroup.eu)'.

In case of any technical problem during this step, immediately contact us using our chat tool on [www.innovativelearning.eu](http://www.innovativelearning.eu) or contacting us (<https://www.innovativelearning.eu/contacts.html>).

After successful test, close SEB by clicking on the OFF button on the bottom-right part of the screen. You may remain connected if the time of the examination session has come.

**10 Minutes prior to the exam**

### Step 2: launch the Examination Management System (EMS)

You may launch SEB after its installation using one of the following methods:

1. Click on the installed SEB desktop icon
2. Use the Start windows command and type “seb”
3. Execute the .seb file again

A pop up message will notify you if any application needs to be closed to continue with the exam. If prompted to do so, please perform the requested tasks.

### Step 3: connect to the web conference system

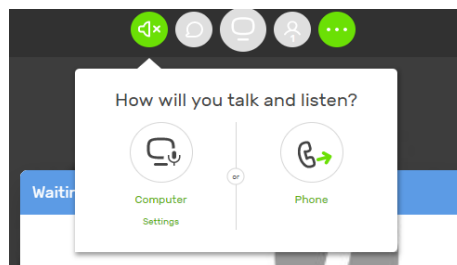
Once opened SEB, a pop up with Join-me call-conference software will appear. Click on **“Join Meeting”**

and insert the call-conference code you have received by email.



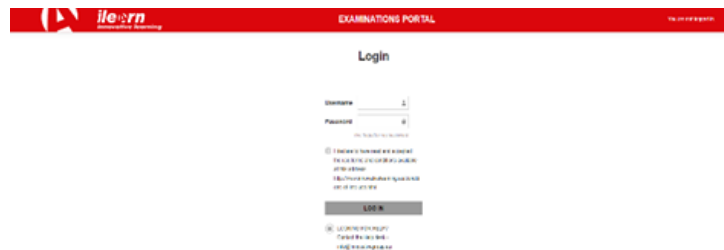
Once logged in, complete the settings for sound choosing computer microphone:

- Allow devices access (e.g. webcam, microphone) as required.

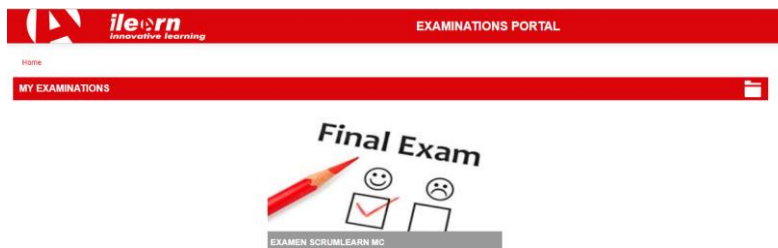


#### Step 4: access EMS

Now login to the EMS portal using your credentials provided in the email you received with instructions.



Check that your examination is visible.



Wait for the proctor (invigilator) to join the session.

### Step 5: Your online proctor joins the session.

You will be instructed to:

- Check your audio and video performance
- Show your ID to the camera if needed
- Show your room (3600 camera rotation) and your desk
- 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!**
- Always keep your webcam active during the examination: if switched OFF this will be treated as an interruption of the examination (see below)

Click on your examination icon in EMS home-page (do not confuse with the test quiz) and access the examination:

Home ► My courses ► ScrumLearn MC exam

#### SCRUMLEARN MASTER CERTIFIED EXAM

##### SCRUMLEARN MASTER CERTIFIED EXAM

ScrumLearn Master Certified certification exam

EXAM DURATION: 60 minutes  
NUMBER OF QUESTIONS: 60  
PASS RATE: 39 (65%)

Click on the link below to read the examination instructions.



[CLICK HERE TO START YOUR EXAM](#)

Click on the “**Click here to start your exam**” link.

**Please note:** *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, the Proctor will evaluate the situation and decide if continuing the examination or stopping it (a new session will have to be planned).*

### Step 6: Begin your exam

Click on the quiz title, read the instructions and start the examination.

Attempts: 1

**ATTEMPT QUIZ NOW**

Read the information carefully before you start the exam.



## Step 7: Answer questions

The menu on the right 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.

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.

To confirm an answer you have to click on **“Next Page”**.

You can also see the remaining time on the right menu.

The screenshot shows a question in French: "Laquelle des attitudes suivantes N'EST PAS appropriée de la part des membres d'une équipe Scrum ?". Below the question are four radio button options: a. S'imposer au détriment des autres membres de l'équipe, b. Adhérer aux mêmes règles et aux mêmes normes, c. Fournir un but commun, and d. Faire preuve de respect les uns envers les autres. To the right is a "QUIZ NAVIGATION" menu with a grid of question numbers from 1 to 60. Question 1 is highlighted. Below the grid, it says "Finish attempt ..." and "Time left 0:59:38". A red button labeled "START A NEW PREVIEW" is at the bottom.

## Step 8: End the exam

When you have completed your exam, click **“Finish attempt”** in the last question or on the right menu.



A resume of your answers will appear. You can choose to come back or to send your answers. When you click on **“Submit all and finish”**, 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.

RETURN TO ATTEMPT

Time left 0:54:36

This attempt must be submitted by Monday, 22 July 2019, 5:13 PM.

SUBMIT ALL AND FINISH

You will need to **confirm** that you want to end the exam.

### **Step 9: Get your results**

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

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 SEB.

You are advised to uninstall the SEB.

**All done!**