ONLINE EXAMS GUIDE

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1 Online Exam Overview

The Certification Examination will take place online via the ProctorExam Platform. ProctorExam is an online proctoring company, offering a web-based infrastructure for remote exams. Through the ProctorExam platform, EnExGroup will monitor the process and ensure the security and quality of the Online Examination.

The purpose of this document is to help you to seamlessly get through your exam. **In order to be able to participate in the exam you must make sure you have the following in place:**

1. Laptop or desktop
2. Google Chrome installed
3. A photo ID
4. Smartphone or Tablet
5. A steady internet
6. A lightning testing environment, where you will be alone.

The exam uses the multiple-choice test system in both English and Greek language. To be eligible for exam evaluation, you must first receive an acceptable result for your proctoring session review.

The General Data Protection Regulation (GDPR) is being taken into account throughout the entire exam. The privacy Terms and conditions of ProctorExam also apply and they may be found here.

2 System requirements

Operating System: You can use ProctorExam on Windows 7 and higher, Mac OS X and higher, ChromeOS and most Linux distributions (64-bit Ubuntu 14.04+, Debian 8+, openSUSE 13.3+, or Fedora Linux 24+. Check your operating system here.

Browser: The ProctorExam platform requires you to use the latest version of Google Chrome. Check your browser here. In addition, the ProctorExam chrome plugin is required. Click here to download.

Internet connection: A steady internet connection is required. Use of an **Ethernet cable is strongly recommended**, to ensure a more stable connection. A minimum of 1.5Mbit/s upload, 10Mbit/s download, ping under 25 ms is recommended. Check your internet speed here.
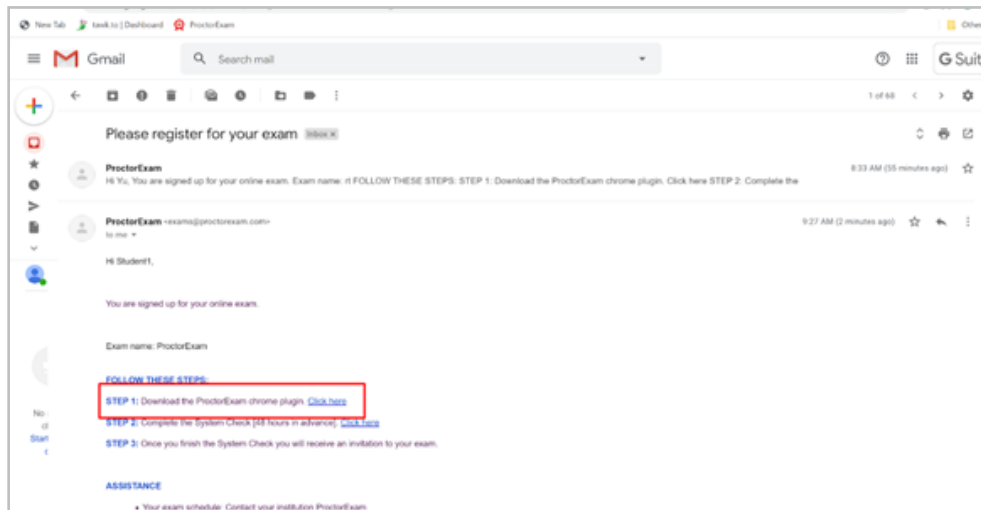
Smart device: Use of a Smartphone or a Tablet with high-resolution camera is required. Android 4.1+ or iOS 8.0+ operating system are supported. Check your operating system here by using your smartphone or tablet. In addition, installation of ProctorExam application (approximately 34MB) is required (available both in Android and iOS marketplaces).

Important Notice: You are fully responsible to ensure compliance with all above requirements before you take the exam. EnExGroup does not bear any responsibility or reliability due to any reason or failure of exam completion. In case the examination cannot be completed successfully, the examinee will have to repeat the exam at his own cost.

3   ProctorExam process

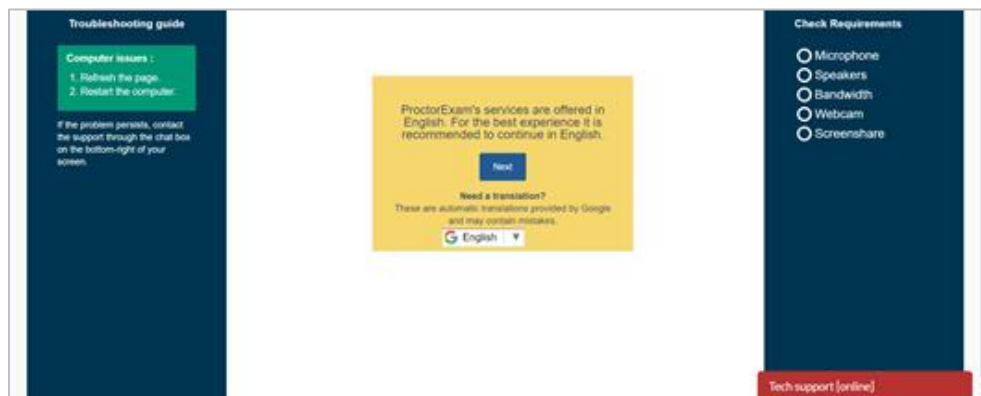To access your exam, you will need to follow the steps outlined below:

This is the first e-mail you will receive, with the subject: *"Please register for your exam"* from exams@proctorexam.com. Please also check your spam folder for this e-mail. It is of crucial importance to follow and complete all three (3) steps included in this email, ideally 48 hours in advance.

For technical problems during check requirements, you may contact *"Tech support [online]"* via the chat window available in the bottom-right corner of the page.
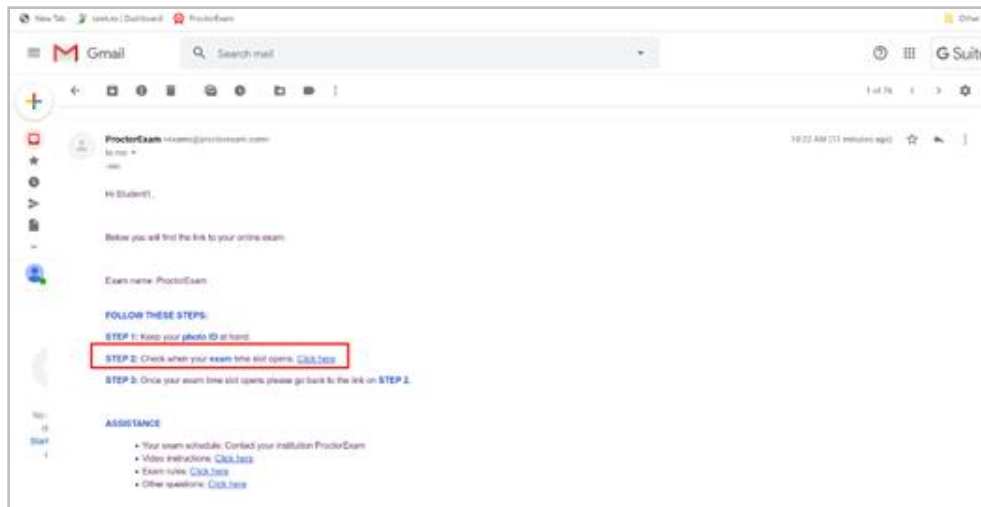
<u>Step 1:</u> Install the ProctorExam Chrome plug-in as directed.

<u>Step 2:</u> Proceed to the System Check. You will be re-directed to a page in your Google Chrome browser as below. Keep following the instructions on the screen until you complete the System Check successfully.

Note: In case other browser than Chrome is default, paste to Chrome the links you can find under *"SUPPORT: Copy the links"* at the bottom of the email (Each step has its own link).

Upon successful completion of the system check (48 hours in advance), you will receive a second email with the subject: *"You are now ready to take your exam".* The email includes the link to start your exam, such as the image below:
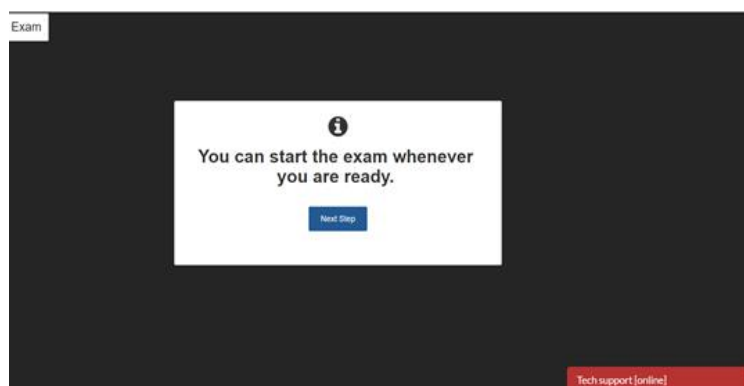
Step 3: Click on the link at Step 2 and don't forget to have your ID with you for verification. You will be re-directed at your Google Chrome browser to set up your system. Once your exam time slot opens and within thirty minutes:

1. you must verify your identity by taking photos of your face and a government-issued photo ID and
2. you must record the testing environment where you will take the exam by using a web-camera on your computer and a mobile camera.

Step 4: Keep following the instructions on the screen until you enter your exam.

Each step of the process has a little video which shows you exactly what do, so it is easy to follow.

While you take your exam, the proctoring software will share and will record your computer screen, including the programs that are open on your computer. The proctoring software also records video and sounds via your computer and mobile camera.

The exam has time limits that must be respected, otherwise the exam will be rejected. You have 60 minutes to complete and submit your exam from the moment that you select the *"Start Exam"* on the ProctorExam platform.
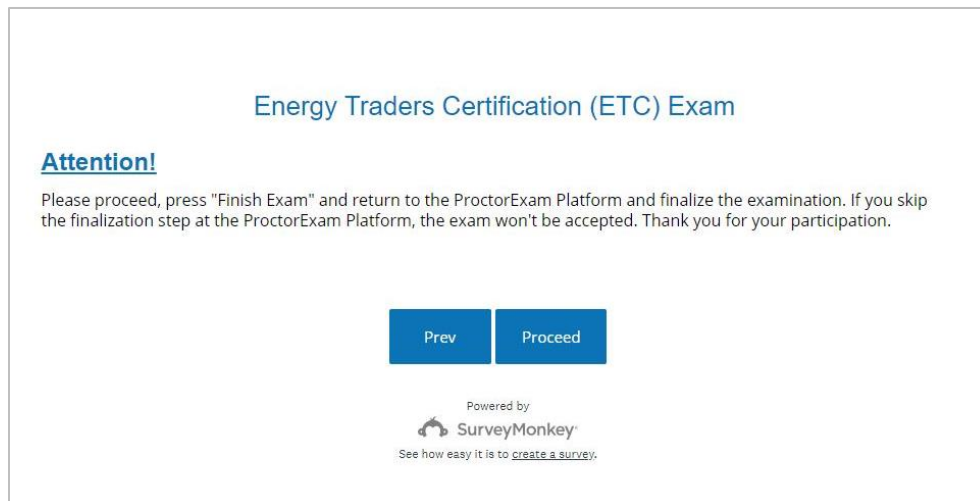
Step 5: In order to take the exam, you must follow the link as depicted in the picture below.

Step 6: You will be re-directed to SurveyMonkey page and before you start taking your certification exam, it is required to write your name, your company, and your e-mail Address.

Step 7: After completing the exam, you must press *"proceed "* and *"Finish Exam"* on SurveyMonkey page.

Final Step: You must return to the ProctorExam Platform and finalize the examination by clicking the red button *"Finish Exam"*. If you skip the finalization step at the ProctorExam Platform, the exam won't be accepted.

Note that you will be notified twice before the exam time is over (indicatively at 5 minutes and at 30 seconds before).

4   Examination Rules

4.1   Computer use

1. The computer you are using to take the exam must not have more than one display or monitor. For example, if you usually use a laptop with a monitor connected, disconnect your monitor, and use only the laptop screen.

2. You must close all other programs or windows on your testing computer before you begin the exam.

3. You must not use the following tools:

    - Programs such as Excel, Word, or PowerPoint

    - Communication programs such as Skype

    - Any website page other than the exam windows.

4.2   Testing environment

1. You must take the exam in the same room that you scanned during the proctoring setup for the current exam.

2. You should be the only one taking the exam, having someone else in the room is a serious violation. Make sure to cover any irrelevant private info you would not like to show such as pictures or private objects.

3. For both your webcam and smartphone camera, we need to be able to see you and your surroundings well. Check the video feeds which are shown on your screen as you start your exam, they will show you exactly what is recorded and how.

4. The lighting in the room must be bright enough to be considered "daylight" quality. Overhead lighting is preferred. If overhead lighting is not available, the source of light must not be behind you. You should always be clearly visible. Through the setup process, you will be able to see what your webcam is sharing.

5. You must sit at a clean desk or table. The desk or walls around you must not have any writing.

6. The room must be as quiet as possible. Sounds such as music or television are not permitted.

7. Use of external materials such as books, pen, paper, calculators, textbooks, notebooks, phones etc, are not allowed.

8. You are only allowed to get in touch with the tech team via the tech support chat window or your proctor during a live proctored exam.

9. Speaking out loud during the exam is not allowed.

4.3 Examinee's behavior

1. You must verify your identity using a photo ID that has your name and photo on the same side. The name must match the full name you used during your exam registration.

2. It is your sole responsibility to make sure that your personal details, as appearing on the Official ID, are identical to the personal details that you provided in the test. If one, or more, of the personal details required for identification is not identical you will be considered as unidentified and you will be rejected, regardless of your performance in the test.

3. You must not use headphones, ear buds, or any other type of listening equipment.

4. You must not communicate with any other person by any means.

5. You must not use a phone. When a smartphone is required for its camera, this device is obviously not forbidden.

6. Things such as medical support devices or items may be used if necessary, but you must show this to the camera when prompted.

7. You must not leave the room during the exam for any reason. You will need to remain within the camera frame during the exam, so toilet breaks are not allowed. Make sure you go before starting the exam.

8. You explicitly acknowledge and consent to audio and video recording of your face, voice, the physical room where you are seated and the location during the Exam delivery.

9. You explicitly consent to the process, collection, and storage of your personal data by EnExGroup, as well as by ProctorExam for the purposes of your participation in the exam and the review of your results.
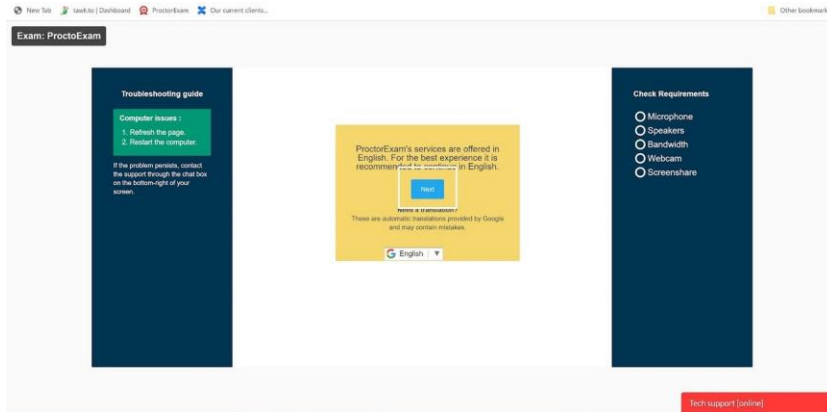
4.4 Violations

Violation of any of the rules will result to receiving an unacceptable status in the reviewing process and you automatically receive a score of **zero** for the exam.
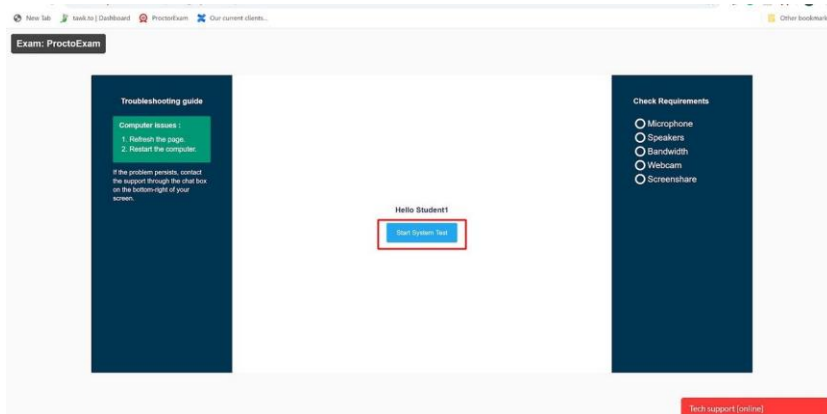
ANNEX A

Instructions for allowing microphone and camera
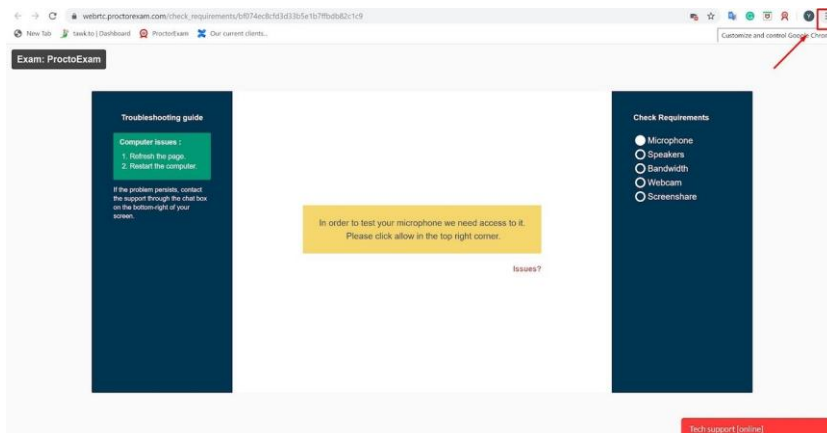
1. Go to the exam with check requirements -> Click on Next
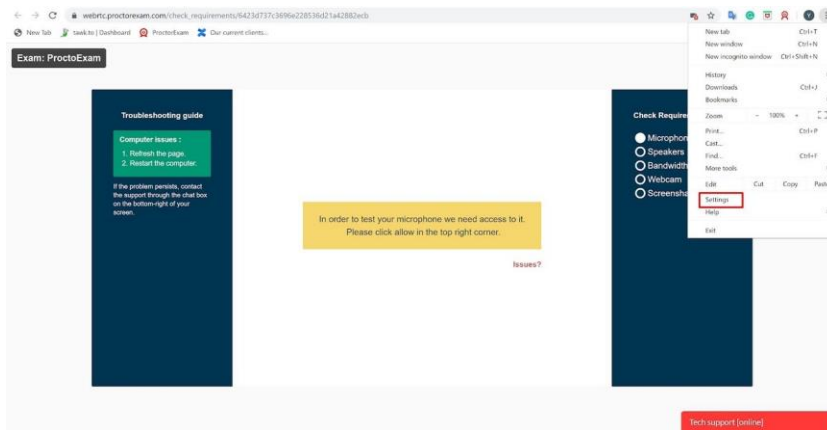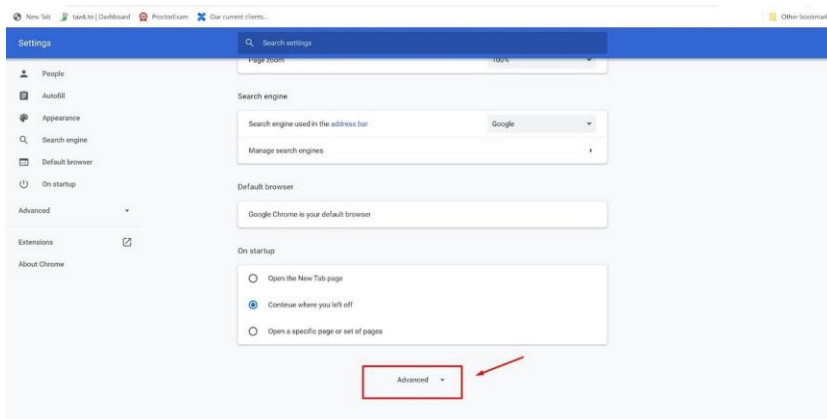

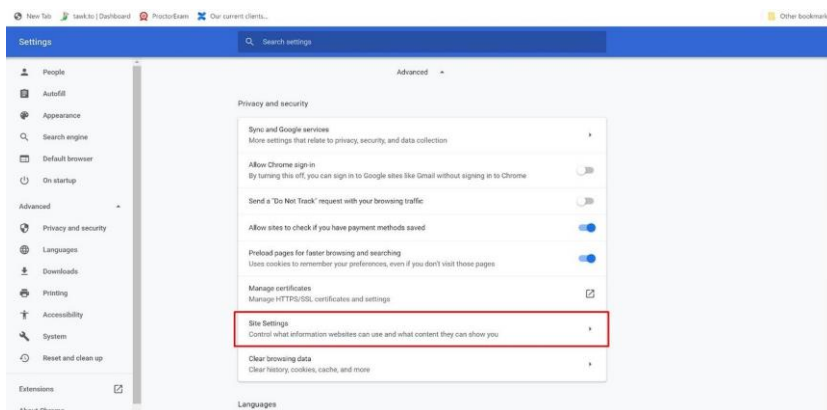2. Click on Start system check

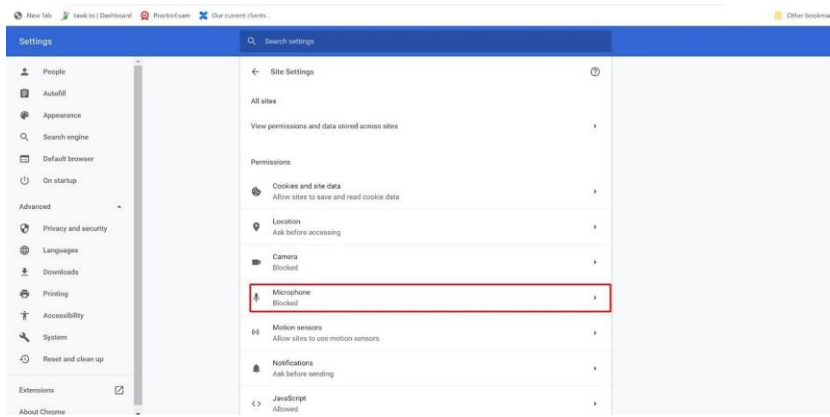3. At the top right, click More

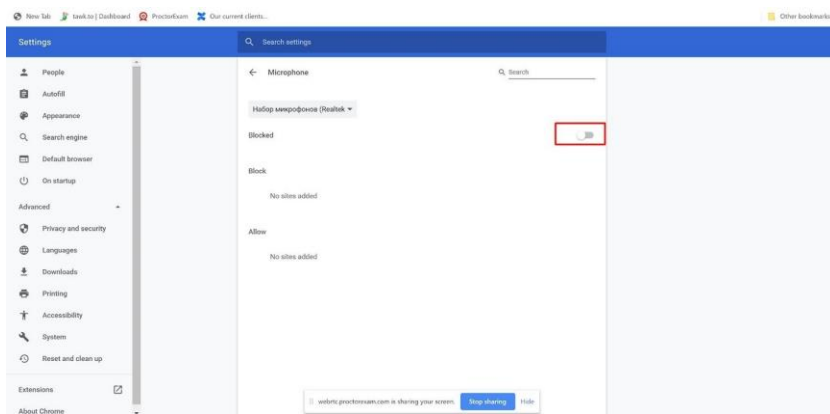4. Click on Settings

5. At the bottom, click Advanced

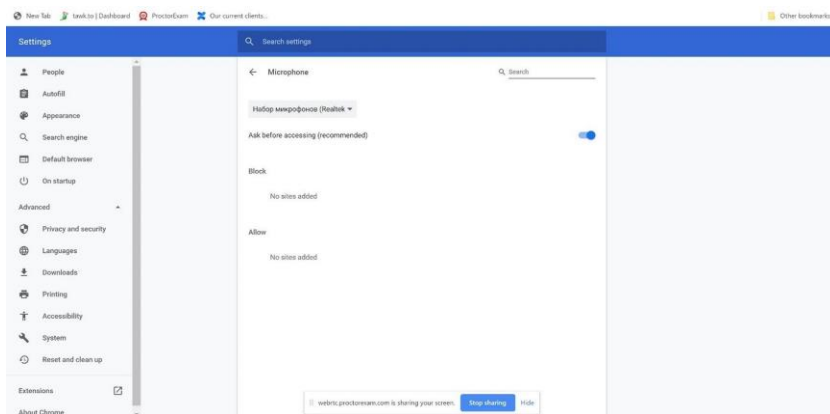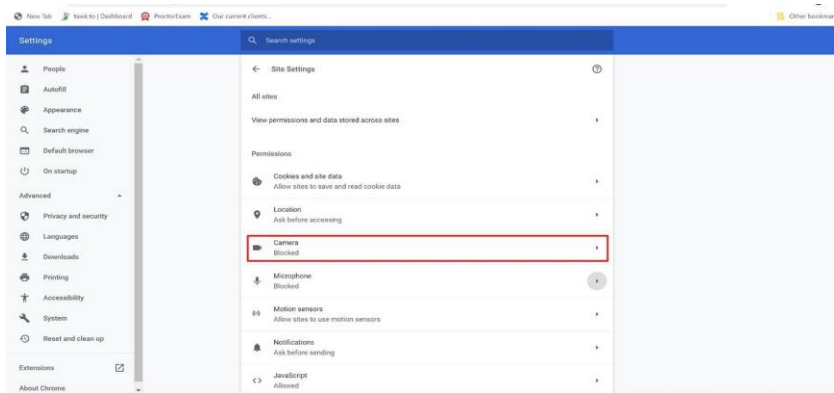6. Under "Privacy and security" click Site settings
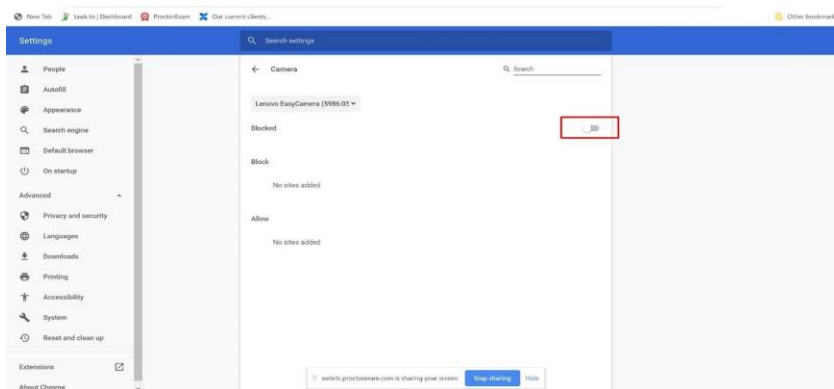

7. Select Microphone

8. Turn Ask before accessing On
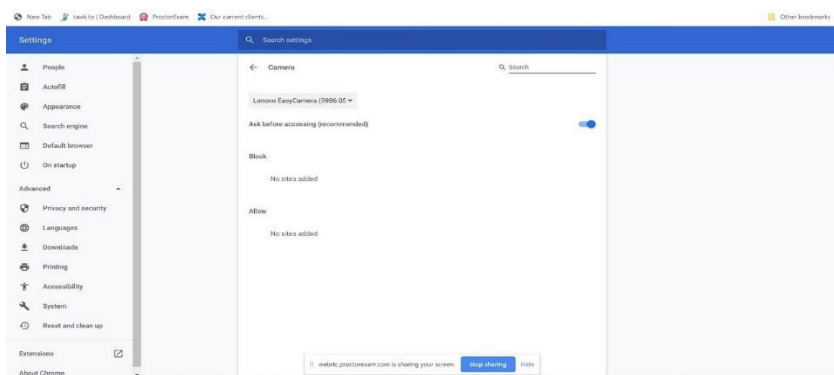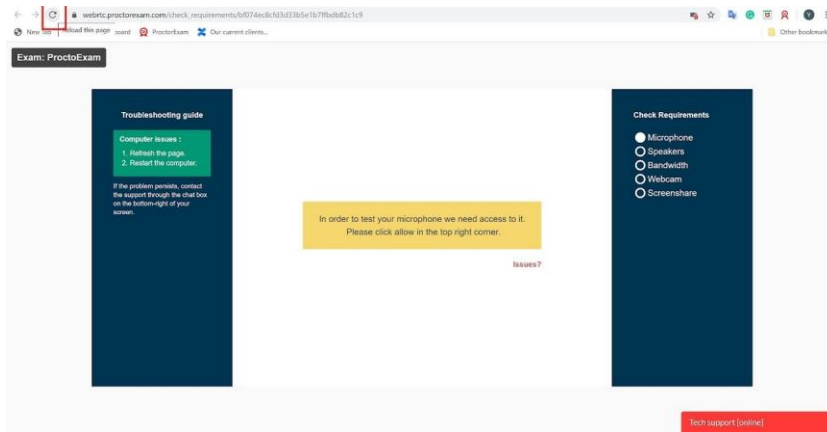

9. The microphone has been accessed

10.Select Camera

11. Turn Ask before accessing On

12.The camera has been accessed

13. Refresh the page

Exam: ProctoExam

Troubleshooting guide

Computer issues :
1. Refresh the page.
2. Restart the computer.

If the problem persists, contact the support through the chat box on the bottom-right of your screen.

In order to test your microphone we need access to it. Please click allow in the top right corner.

Issues?

Check Requirements
- ● Microphone
- ○ Speakers
- ○ Bandwidth
- ○ Webcam
- ○ Screenshare

Tech support [online]

14. Do check requirements