

PECB Online Examinee Manual

PECB



Table of Contents

PAGE: 04

1

myPECB Account

PAGE: 05

2

Scheduling an Online Exam

PAGE: 06

3

PECB Exams Application Technical Requirements

PAGE: 9

4

Webcam

PAGE: 10

5

Online Invigilator (Remote Invigilator)

PAGE: 11

6

PECB Online Exam Rules

PAGE: 13

7

Exam Tips

Disclaimer: This document is compliant to ISO/IEC 17024 requirements, to make it also compliant to ASTM E2659-18 Standard Practice for Certificate Programs, the following considerations must be made only for Foundation certificates:

"Certification" refers also to "Certificate Program"

Purpose

PECB Online Examinee Manual serves to inform examinees on the rules and requirements when preparing for an online exam. Before taking an online exam, the examinees should follow the steps below.

1. myPECB Account

PECB clients interested in enrolling in a PECB Training/Self-Study/eLearning event should create a Member Account first.

How to open a PECB Member Account:

1. Create a PECB Account [here](#)
2. Provide the email address you are willing to associate with your PECB Member Account
3. Type the verification code sent to the provided email address
4. Complete the registration form and click the **Submit** button

After attending a PECB Training/Self-Study/eLearning event, examinees will receive an email notification that includes a coupon code and instructions on how to take an online exam.

2. Scheduling an Online Exam

Examinees who choose to take the exam through our online examination platform, are provided with coupon codes by the training course organizer. The coupon code can be used to schedule an online exam and also apply for certification when they pass the exam.

How to schedule an online exam:

1. Login at **myPECB Dashboard**
2. Go to **Events tab** and click on **Exam Events**
3. Provide your **Exam Category** and **Exam Language**
4. Click the **Choose Exam Slot** button to get options you can select from
5. After finding your convenient slot, click the **Schedule Now** button
6. Provide the **coupon code** to waive the scheduling fee
7. Agree to the **PECB Exam Rules and Policies**, as well as the requirements of having a webcam during the online exam session
8. Click the **Place Your Order** button
9. Once your schedule request is received, it will be approved within 24 work hours
10. An email with a link to download the PECB Exams application will be sent as a confirmation for your schedule

3. PECB Exams Application Technical Requirements

PECB Exams application is available on **Windows (7, 8, 10 and 11)** and **MacOS X** operating systems.

There are specifications when examinee uses Personal or Work Device.

3.1 Personal Device

As the application blocks other computer resources when launched, it is recommended to launch the application using a private computer rather than one belonging to a domain network (e.g. office network). However, if you use a personal device in a domain network, contact the Systems Administrator to have PECB Exams application marked as safe at any software and hardware that might cause any interruptions before launching it. Software/Hardware categories that might block PECB Exams from launching or running are:

- ✓ Firewalls
- ✓ Anti-Viruses
- ✓ Pop-up Blockers

Otherwise, you will not be able to sit for the online exam.

3.2 Work Device

If you are using a device that belongs to a domain network, please contact your Systems Administrator to have PECB Exams application marked as safe at any software and hardware that might cause any interruptions before launching it. Software/Hardware categories that might block PECB Exams from launching or running are:

- ✓ Firewalls
- ✓ Anti-Viruses
- ✓ Pop-up Blockers

Otherwise, you will not be able to sit for the online exam.

NOTE: Please make sure to quit any application that allow remote access like the ones below.

- | | |
|----------------------------------------------------------------------------|---------------------------------------------------|
| 1. AnyDesk – AnyDesk.exe/GDI+Window(AnyDesk.exe) | 7. AeroAdminTrayWnd – AeroAdmin.exe |
| 2. TeamViewer – tv_w32.exe | 8. Iperius Remote – IperiusRemote.exe |
| 3. Microsoft Remote Desktop Services/Remote Desktop Connection – mstsc.exe | 9. Quick Assist – quickassist.exe |
| 4. Connectwise Control – LTSVC.exe | 10. ShowMyPC 3602 – SMPCSetup.exe |
| 5. Remote Utilities – rutview.exe | 11. DesktopNow – desktopnow.exe |
| 6. Getscreen.me – getscreen.exe | 12. Beamyourscreen-host – beamyourscreen-host.exe |

When to contact your Internet Service Provider (ISP)?

In order for the Online Invigilator to access the examinee's webcam feed through PECB Exams application, the below ports should be opened:

Protocol	Receiving Port	Way	Remote Host
UDP	3478,5349	Out	34.195.204.189,34.194.156.156

If the ports mentioned are not opened by default, examinee shall contact their ISP or System Administrator to open these ports that will allow launching the PECB Exams application.

Additionally, below you can find the **Internet Service Providers (ISP)** in different countries which block PECB Exams application from using the above-mentioned ports:

COUNTRY	LIST OF ISPs
BELGIUM	Proximus, Scarlet
BANGLADESH	Grameenphone, Robi, Banglalink, D-NET
MALTA	Melita

Examinees using these ISPs are suggested to contact them and provide with the ports TCP and UDP (see picture above) in order to be able to sit for the online exam through the PECB Exams application.

General Requirements

Requirements	Minimum Requirements
SCREEN	The display must measure 24.6 cm (9.5 inches) diagonally and support resolution of at least 1024 x 768 at 32,000 colors.
KEYBOARD	Physical keyboard (wired or wireless) is required for desktop computers.
POINTING DEVICE	Mouse, trackpad, touchpad or touch screen or other pointing devices that are familiar to the examinee.
NETWORK	The device should be connected to the internet with at least 1 Mbps upload and 1 Mbps download.
WEBCAM	Minimum Video Resolution of 720p with a frame rate of 30 fps.

Technical requirements for Windows:

- ✓ Minimum **200 MB** available space
- ✓ Webcam
- ✓ Microphone
- ✓ Internet access (Recommended minimum of **1 Mbps upload/1 Mbps download**)
- ✓ Ping below **200 ms**
- ✓ Ports opened for installed applications: **80 and 443**

4. Webcam

A webcam with a built-in microphone is a mandatory requirement for taking a PECB online exam. Without a webcam and a microphone one is not able to enter the exam through PECB Exams app.

The webcam should provide the remote Invigilator with a view of the examinee during the exam. External webcams should be placed at a fixed position to also provide a view of the computer during the exam

IMPORTANT NOTE: *Disabling the webcam and/or the microphone during the exam session, will result in exam termination.*

Technical requirements

External Webcam

- ✓ Video resolution of 720p
- ✓ Frame rate 30 fps
- ✓ USB connection
- ✓ Built-in microphone
- ✓ Heavy base and flexible neck to allow easier placement are recommended
- ✓ Cord length of 6' (2m) or more

Integrated Webcam

- ✓ Video resolution of 720p
- ✓ Frame rate 30 fps
- ✓ Built-in microphone

IMPORTANT: *Examinees that will take an online exam using a desktop computer must use an external webcam. Examinees using a laptop can use an external webcam, or an integrated webcam.*

5. Online Invigilator (Remote Invigilator)

The Online Invigilator will be invigilating at all times. First, the invigilator will complete the identification process by comparing the ID card with the examinees face through the live video feed. If the examinee's camera is not clear enough, the examinee will be required to upload a picture of the ID card in the Exams. To do so, you need to have a JPEG/PNG or PDF image of your identification document ready before entering the online session.

IMPORTANT NOTE: *the uploaded document will not be saved and will be erased automatically once the exam is finished.*

During the identification process, the Invigilator will ask you to rotate the webcam at 360 degrees to ensure you are alone in the selected room for the examination to take place.

After the identification process is completed, you will be accepted in the session during which process the Invigilator will be available at all times if the need for technical assistance arises.

The PECB remote Invigilator will not, at any time, before, during, or after the exam session accept to discuss nor comment any of the exam questions or answers. The Invigilator will not be providing any exam aid during the exam session.

6. PECB Online Exam Rules

- ✓ Examinees should make sure that their device is in compliance with our technical requirements and their internet connection speed is above 1 MBPS upload/download (see 3.3 General Requirements)
- ✓ Examinees will be required to log in to the PECB Exams application 30 minutes before the exam starting time
- ✓ Examinees are obliged to show the testing environment by rotating the webcam at 360 degrees
- ✓ Examinees are obliged to provide a valid proof of identification, so we can validate if it matches with the examinees live feed.
- ✓ Examinees need to have an external, stand-alone webcam if you are using a desktop computer
- ✓ Examinees can have an external or an integrated webcam if you are using a laptop
- ✓ The external camera must provide a view of the PC, keyboard, mouse, your hands and full face, and a minimum view of 12 inches (30 centimeters) on either side of the keyboard
- ✓ Examinees face should not be blocked by headphones, headpiece, or any other kind of headbands
- ✓ The webcam/external camera and/or microphone should not be disconnected during the exam session at any time
- ✓ The webcam must be focused on the examinee taking the exam at all times
- ✓ Examinees may not lean out of the camera view during your exam session. The invigilator must be able to see you at all times
- ✓ The examinee's screen will be shared with the invigilator during the exam
- ✓ Examinees will be able to start the exam in the exact start time. Note: Immediately after you enter the online exam, the time will start counting down but not earlier.
- ✓ Examinees are not allowed to use dual monitors
- ✓ Video and audio devices must be enabled and running
- ✓ Examinees must not willingly receive any kind of communication from any person during the exam.
- ✓ Reading the exam aloud is prohibited
- ✓ Examinees must not leave the testing area (the only time you may leave the examination room with the intention of returning is to use the restroom)
- ✓ If examinees are out of the room, or appear offline (internet connection loss) for more than ten (10) minutes, your examination will be terminated. During this time Online Invigilator will try to contact the examinee via chat. In case examinee does not respond, the invigilator will terminate the exam. The examinee will be contacted by PECB Examination Department within 48 hours business hours after the termination to finalize the examination process
- ✓ In the event of an emergency, examinees must follow the instructions given by the invigilator

- ✓ Examinees are not allowed to eat, drink, or smoke except water which, if required, should be in a plastic bottle with no label
- ✓ Only if the exemption applies for religious reasons, you will be permitted to wear coats, scarves, hats, or outdoor wear, during exam
- ✓ If the examinees are taking a PECB closed-book exam, they are not allowed to consult any document
- ✓ For open-book exams, examinees are allowed to use the following reference materials:
 - ✓ A hard copy of main standard
 - ✓ Training course materials (accessed through PECB Exams app and/or printed)
 - ✓ Any personal notes taken during the training course (accessed through PECB Exams app and/or printed)
 - ✓ A hard copy dictionary
- ✓ For specific information about exam type, languages available, and other details, please visit the [List of PECB Exams](#)
- ✓ The use of electronic devices, such as cell phones, tablets, etc., and CDs, DVDs, USB memory sticks, or any removable storage in the exam room is not allowed
- ✓ Make sure the exam room is not too bright or too dark
- ✓ Make sure the room is well lit, quiet, and free from distraction
- ✓ The room/environment which you will be taking the exam must be clutter-free and you should feel comfortable in it
- ✓ No other people are allowed in the exam room
- ✓ The testing surface must be clutter-free and contains only one computer, one monitor, one keyboard, and one mouse
- ✓ Be sure that only the permitted Test Aids are in your testing area
- ✓ While taking the exam, examinees should not open nor use any programs such as Instant Messaging, chat rooms, email, etc., nor should they be “Web Surfing” while they take the exam
- ✓ Examinees must rotate their camera 360° when asked by Online Invigilator during the online exam.

7. Exam Tips

- ✓ Get a good night's rest the night before
- ✓ Depending on the exam, exams can last up to 6 hours; therefore, eat a well-balanced meal and avoid excessive stimulants such as caffeine
- ✓ Plan to sit for the exam at least 30 minutes prior to your appointment
- ✓ Read and follow the instructions carefully. Ask the Invigilator for clarification if you are not sure about the instructions
- ✓ Only the questions you answer correctly are scored
- ✓ There are no penalties for answering a question incorrectly, so answer as many questions as you can
- ✓ Periodically check your progress. This will allow you to make any adjustments in time
- ✓ Pay attention to the time you have left to finish the exam

If additional assistance is needed in preparing for a PECB online exam, please do not hesitate to contact us at online.exams@pecb.com or contact us directly through our Live Chat support channel available at www.pecb.com/help

For any questions or further information, please feel free to contact us at



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