*my*PECB Online Examinee Manual



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

"Certification" also refers to "Certificate Program"

Purpose

Create your *my*PECB Account

Scheduling an Online Exam

What do the exam-related icons mean?

Change Exam Language

How to Reschedule Your Exam

How to Cancel Your Exam

Introduction to the PECB Exams Application

PECB Exams Application Technical Requirements

PECB Exams Application Troubleshooting Guide

Exam Tips

PECB Exam Application User Interface

Joining the Online Session

During the Exam

PECB Online Exam Rules

Purpose

The PECB Online Examinee Manual serves as a complete resource, offering detailed instructions and information to examinees participating in PECB-certified online exams. It aids in their comprehension of the examination procedures, regulations, and guidelines, ensuring a successful examination experience.

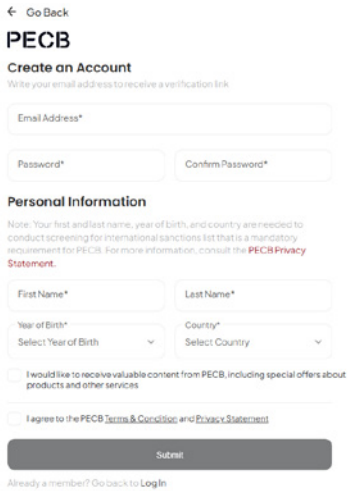
Create your *my*PECB Account

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

Individuals interested in opening a PECB Member Account should follow the steps below:

1. Click here
2. Provide an email address, password, and personal information (First name, Last name, Year of Birth, and Country)
3. Check the box on your left if you would like to receive valuable content from PECB (optional)
4. Check the box on your left to agree to the PECB Terms & Condition and Privacy Statement
5. Complete the registration form and click the Submit button.

See the screenshot below for your reference.



After attending a PECB Training/Self-Study/eLearning event, candidates will be able to see the finished training on their *my*PECB dashboard

Purpose

Create your *my*PECB Account

Scheduling an Online Exam

What do the exam-related icons mean?

Change Exam Language

How to Reschedule Your Exam

How to Cancel Your Exam

Introduction to the PECB Exams Application

PECB Exams Application Technical Requirements

PECB Exams Application Troubleshooting Guide

Exam Tips

PECB Exam Application User Interface

Joining the Online Session

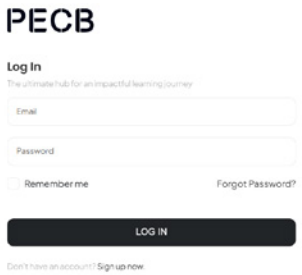
During the Exam

PECB Online Exam Rules

Scheduling an Online Exam

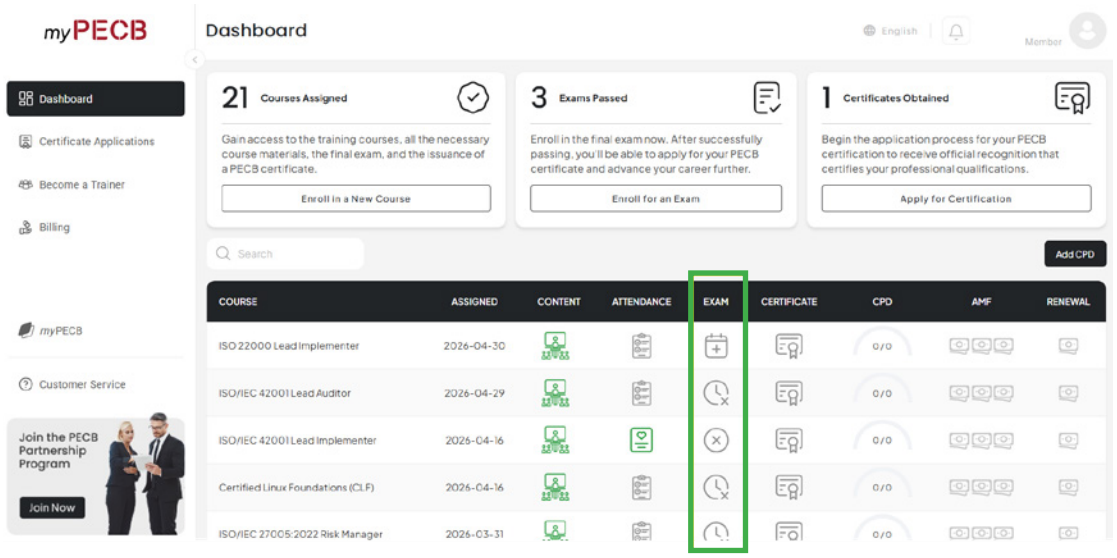
Candidates who have completed a Live Online training, Self-Study, or eLearning course and wish to take the exam online may schedule it for free by following the steps below.

1. Log in to your *my*PECB account in the link: Login - PECB SSO.





2. By clicking Dashboard tab, you will see a list of all the courses you've been enrolled in.
3. Under the "**Exam**" column, click the "**+**" icon next to the course for which you want to schedule the exam.



Purpose

Create your *my*PECB Account

Scheduling an Online Exam

What do the exam-related icons mean?

Change Exam Language

How to Reschedule Your Exam

How to Cancel Your Exam

Introduction to the PECB Exams Application

PECB Exams Application Technical Requirements

PECB Exams Application Troubleshooting Guide

Exam Tips

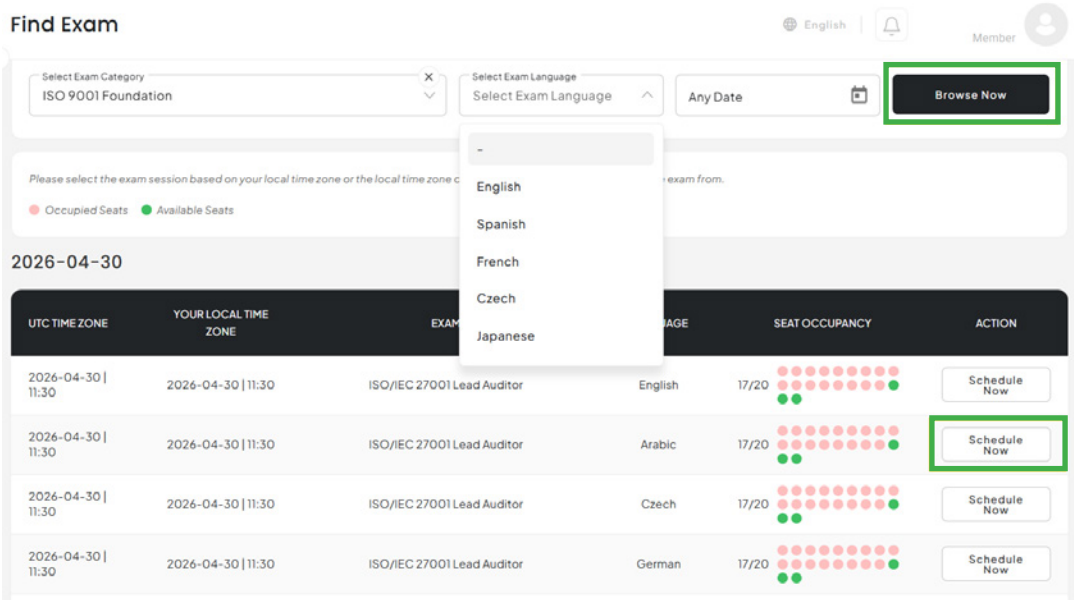
PECB Exam Application User Interface

Joining the Online Session

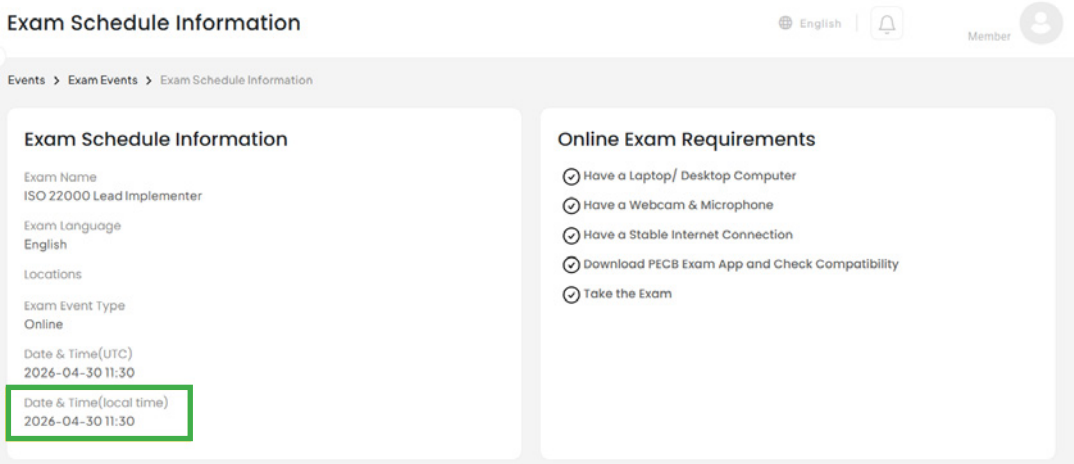
During the Exam

PECB Online Exam Rules

4. Select a suitable date and time slot from the available options; you can add some filters such as Exam Language and Date (optional) and click "**Browse Now**" and then on your preferred slot click "**Schedule Now**".



5. Check the scheduled exam information and ensure your local time is correct (the 24-hour format is shown by default).



Purpose

Create your *my*PECB Account

Scheduling an Online Exam

What do the exam-related icons mean?

Change Exam Language

How to Reschedule Your Exam

How to Cancel Your Exam

Introduction to the PECB Exams Application

PECB Exams Application Technical Requirements

PECB Exams Application Troubleshooting Guide

Exam Tips

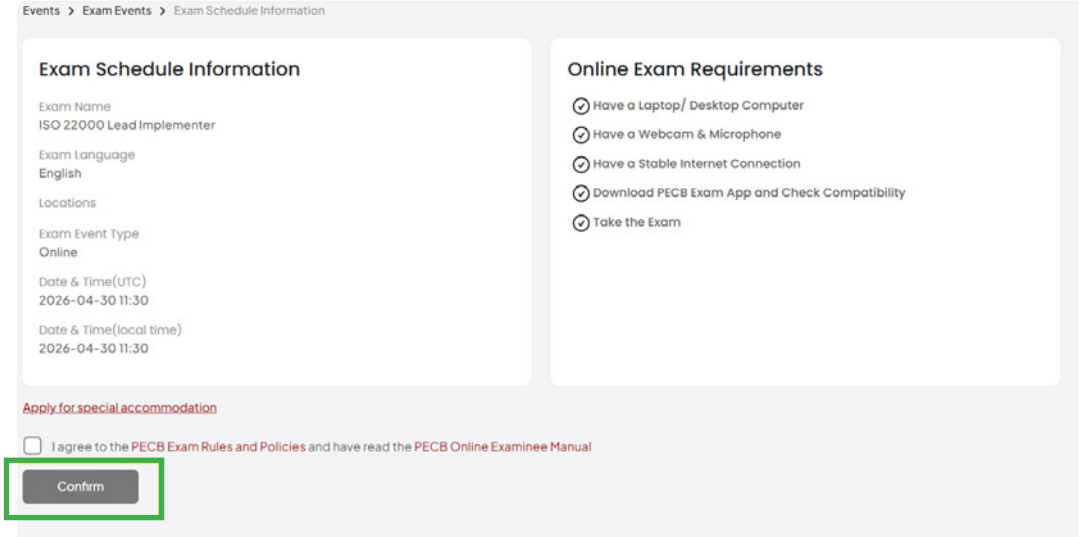
PECB Exam Application User Interface

Joining the Online Session

During the Exam

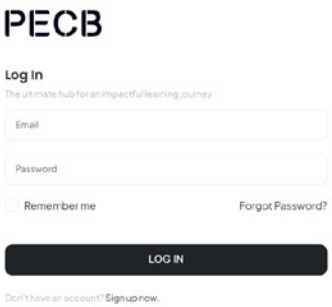
PECB Online Exam Rules

6. Read and agree to the exam rules and policies by selecting "I agree to exam rules and policies", then click "**Confirm**".



Candidates who did not attend a PECB training event but wish to take an online exam can schedule it directly through the *my*PECB platform by following below instructions:

1. Log in to your *my*PECB account in the link: Login - PECB SSO.





Purpose

Create your *my*PECB Account

Scheduling an Online Exam

What do the exam-related icons mean?

Change Exam Language

How to Reschedule Your Exam

How to Cancel Your Exam

Introduction to the PECB Exams Application

PECB Exams Application Technical Requirements

PECB Exams Application Troubleshooting Guide

Exam Tips

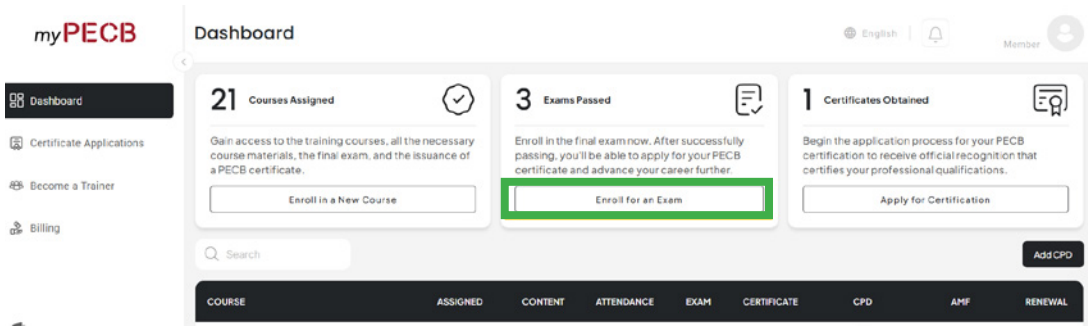
PECB Exam Application User Interface

Joining the Online Session

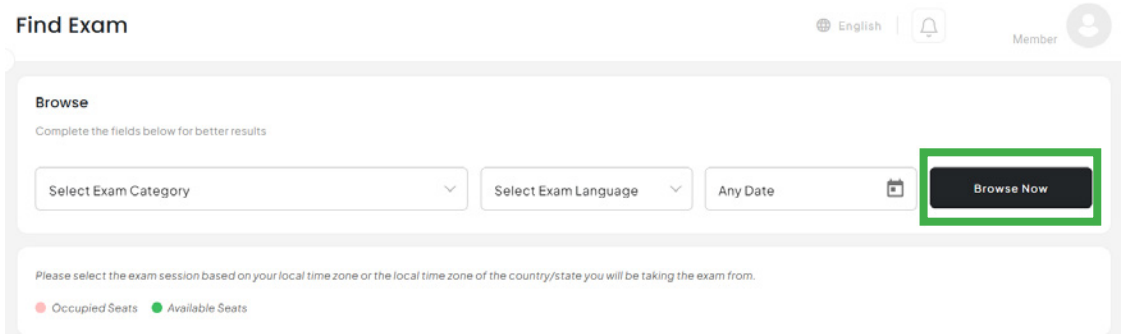
During the Exam

PECB Online Exam Rules

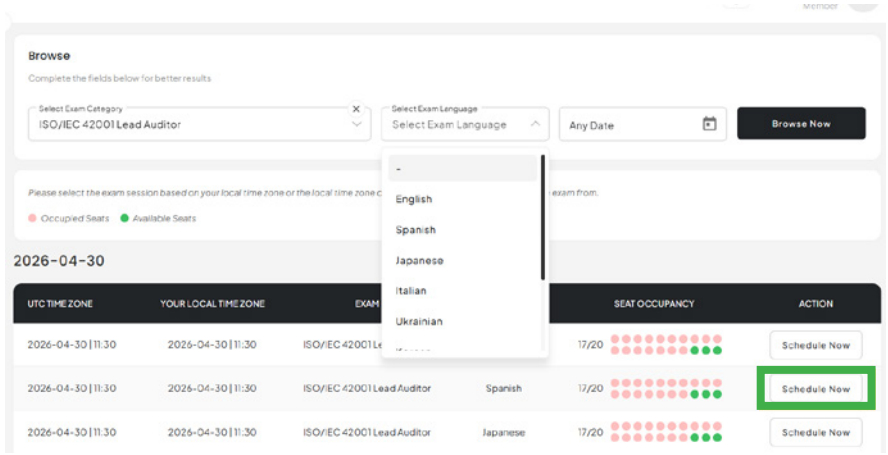
2. By clicking Dashboard tab and then clicking on **"Enroll for an Exam".**



3. Filter or search for the exam, language, and/or date you wish to take, then click **"Browse Now".**



4. A list of available exam sessions will appear. Select the one that suits you and click "**Schedule Now".**



Purpose

Create your *my*PECB Account

Scheduling an Online Exam

What do the exam-related icons mean?

Change Exam Language

How to Reschedule Your Exam

How to Cancel Your Exam

Introduction to the PECB Exams Application

PECB Exams Application Technical Requirements

PECB Exams Application Troubleshooting Guide

Exam Tips

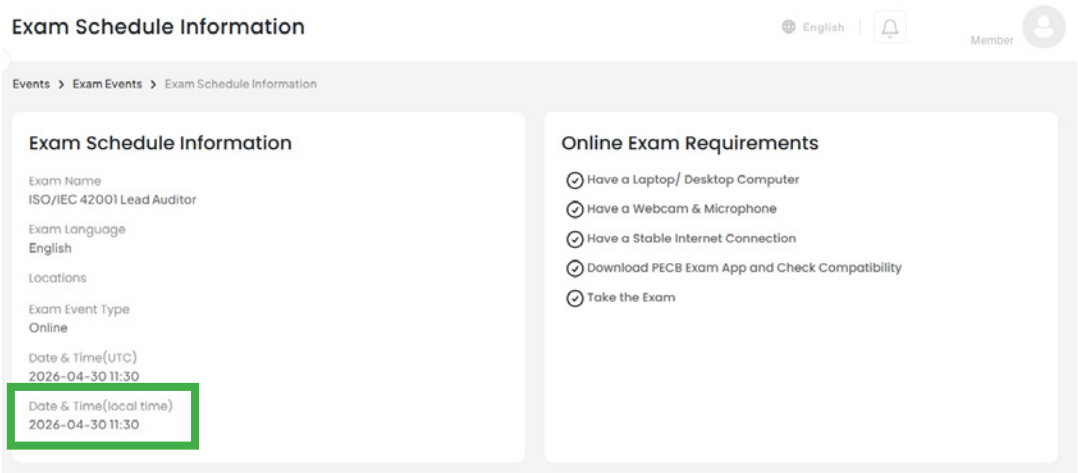
PECB Exam Application User Interface

Joining the Online Session

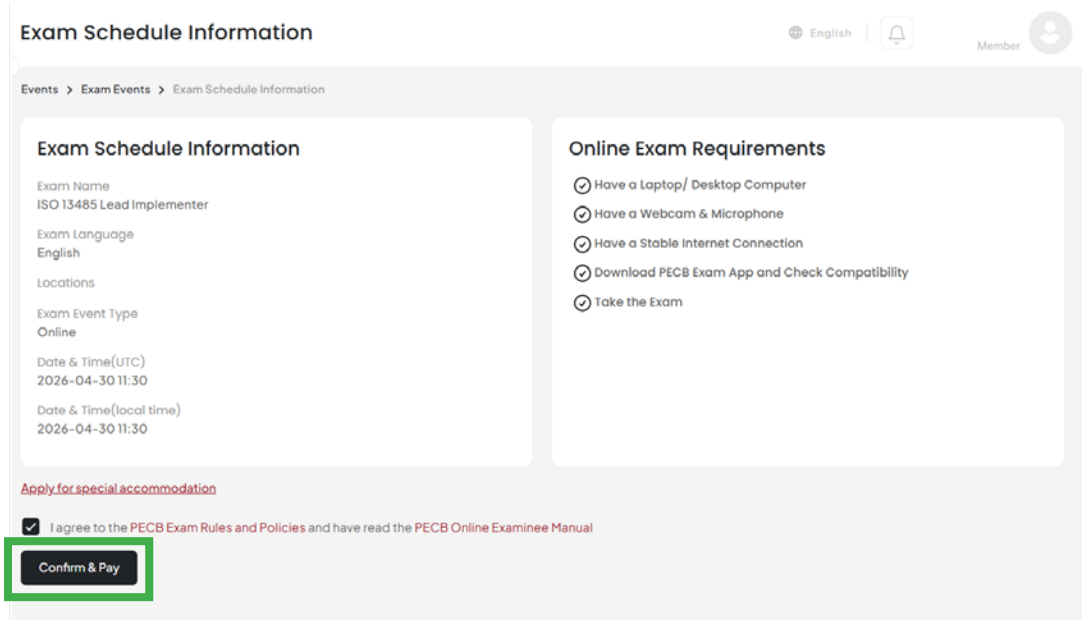
During the Exam

PECB Online Exam Rules

5. Check the scheduled exam information and ensure your local time is correct (the 24-hour format is shown by default).



6. Read and agree to the exam rules and policies by selecting "**I agree to exam rules and policies**", then click "**Confirm & Pay**".



Purpose

Create your *my*PECB Account

Scheduling an Online Exam

What do the exam-related icons mean?

Change Exam Language

How to Reschedule Your Exam

How to Cancel Your Exam

Introduction to the PECB Exams Application

PECB Exams Application Technical Requirements

PECB Exams Application Troubleshooting Guide

Exam Tips

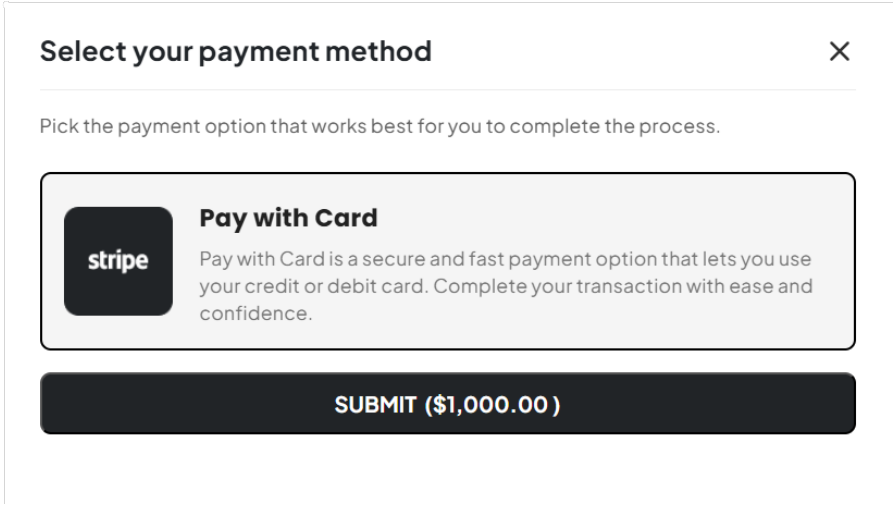
PECB Exam Application User Interface

Joining the Online Session

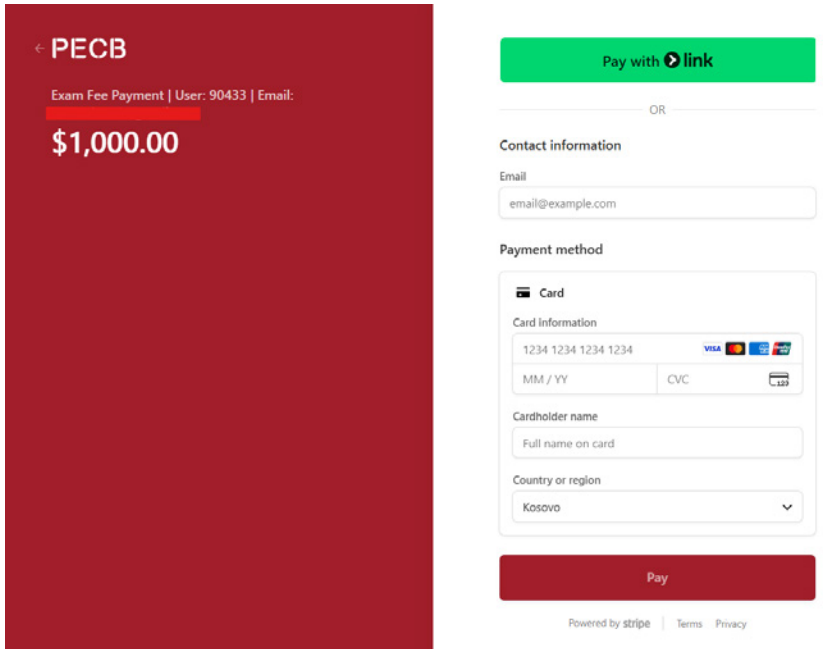
During the Exam

PECB Online Exam Rules

7. Continue to Select your payment method and click on **"Submit".**



8. Fill out the payment method information and click on "**Pay**".



Purpose

Create your *my*PECB Account

Scheduling an Online Exam

What do the exam-related icons mean?

Change Exam Language

How to Reschedule Your Exam

How to Cancel Your Exam

Introduction to the PECB Exams Application

PECB Exams Application Technical Requirements

PECB Exams Application Troubleshooting Guide

Exam Tips

PECB Exam Application User Interface

Joining the Online Session

During the Exam

PECB Online Exam Rules

What do the exam-related icons mean?

Understanding Exam Status Icons on Your Dashboard

On your **Dashboard**, each training event you've participated in will display a row of icons. These icons represent different aspects of your progress, including exam status, certificates, CPD, and more.

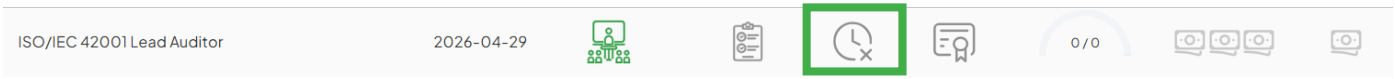
1. **Green Checkmark Icon**
   This icon indicates that you have successfully passed the exam for that training event.



2. **Calendar with "+" Icon**
This icon means that the exam was never scheduled. Click on it to **schedule your exam** for the first time.



3. **Clock with "X" Icon**
This means the exam was scheduled but **not held** (e.g., missed or not attended).
You will need to **reschedule** your exam. If you're eligible for a free retake, scroll down and select the "**Reschedule – Free**" option to book your next available slot.



4. **Hourglass Icon**
This icon indicates that your exam is **booked** but **has not yet started**.



Purpose

Create your *my*PECB Account

Scheduling an Online Exam

What do the exam-related icons mean?

Change Exam Language

How to Reschedule Your Exam

How to Cancel Your Exam

Introduction to the PECB Exams Application

PECB Exams Application Technical Requirements

PECB Exams Application Troubleshooting Guide

Exam Tips

PECB Exam Application User Interface

Joining the Online Session

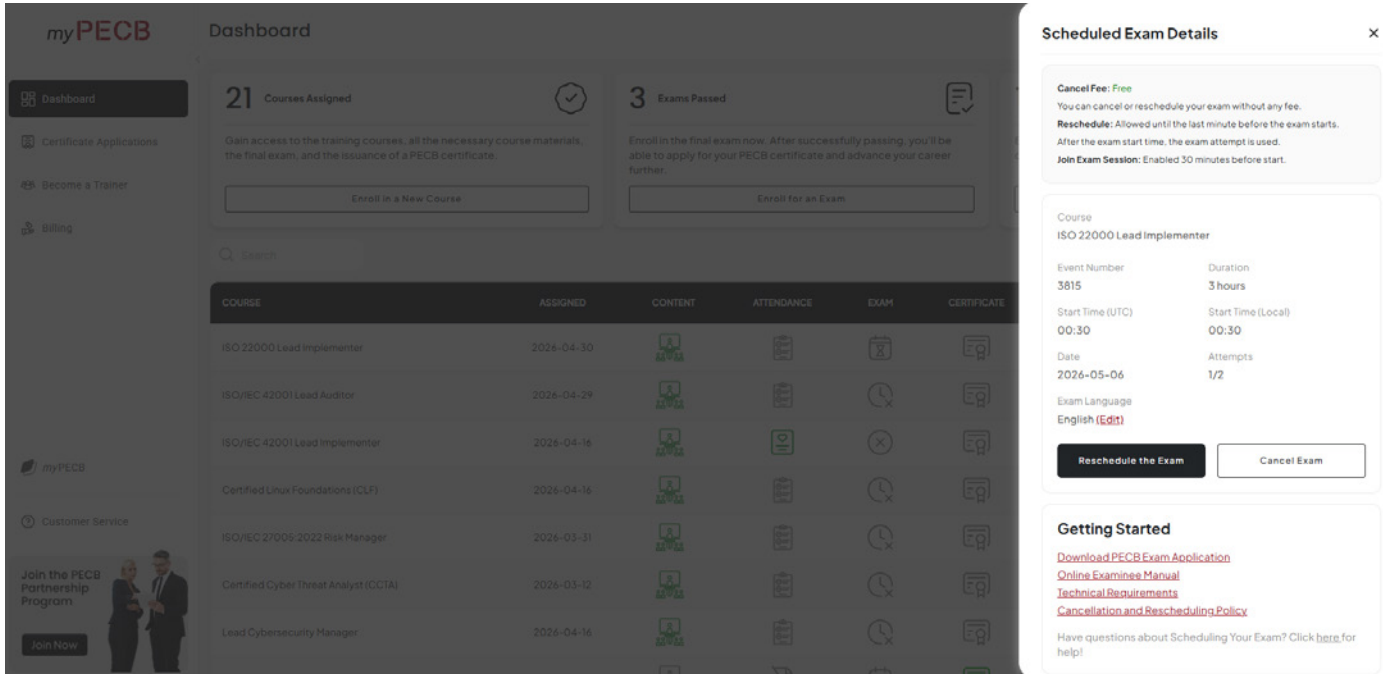
During the Exam

PECB Online Exam Rules

Clicking on this icon will open a detailed view showing your exam booking information, including:

→ Course name
→ Exam date and start time
→ Duration
→ Technical requirements
→ Cancellation policy
→ Contact information

This view also includes any **additional instructions** you need to review before your exam session.



Purpose

Create your *my*PECB Account

Scheduling an Online Exam

What do the exam-related icons mean?

Change Exam Language

How to Reschedule Your Exam

How to Cancel Your Exam

Introduction to the PECB Exams Application

PECB Exams Application Technical Requirements

PECB Exams Application Troubleshooting Guide

Exam Tips

PECB Exam Application User Interface

Joining the Online Session

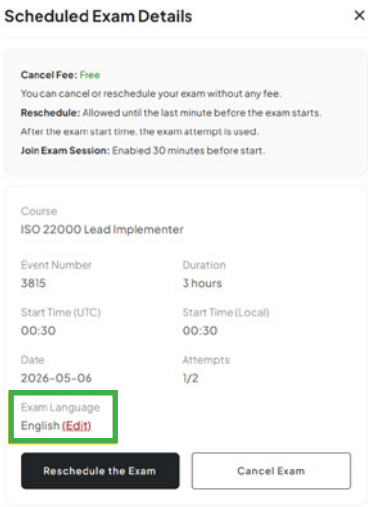
During the Exam

PECB Online Exam Rules

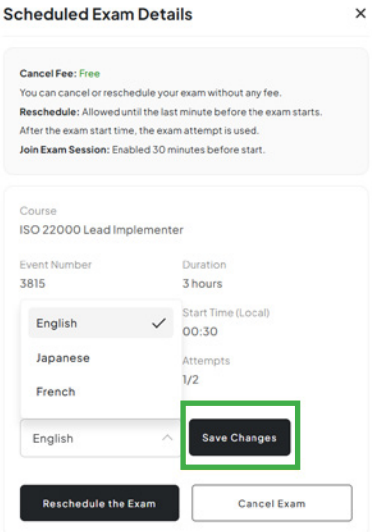
Change Exam Language

To change your exam language:

1. Click on the "**Edit**" in red letters as showed in the image below:



2. Select the preferred exam language and click on "**Save Changes**"



Purpose

Create your *my*PECB Account

Scheduling an Online Exam

What do the exam-related icons mean?

Change Exam Language

How to Reschedule Your Exam

How to Cancel Your Exam

Introduction to the PECB Exams Application

PECB Exams Application Technical Requirements

PECB Exams Application Troubleshooting Guide

Exam Tips

PECB Exam Application User Interface

Joining the Online Session

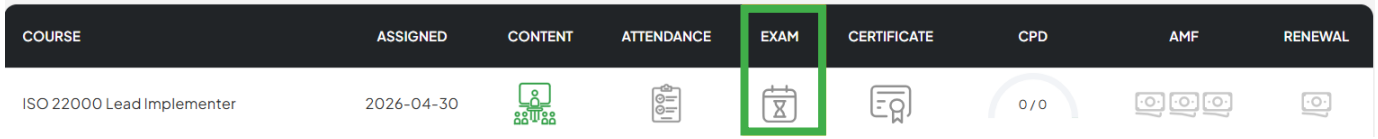
During the Exam

PECB Online Exam Rules

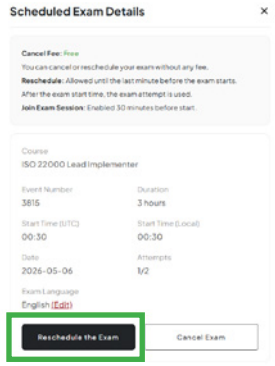
How to Reschedule Your Exam

To reschedule your exam:

→ Locate the training event for which you've scheduled the exam. It should be marked with an **hourglass** icon, as shown in the image below.



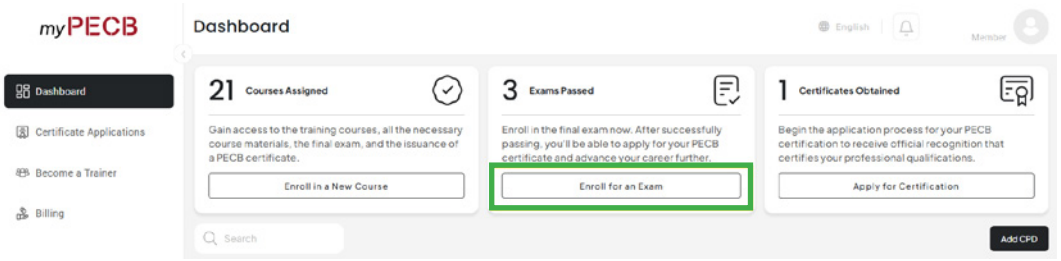
→ If you are **eligible for a free retake**, scroll down and click the "**Reschedule the Exam**" option to view the available online exam slots.



→ Choose the time slot that best suits you and click on "**Schedule Now**".

Alternative method for rescheduling your exam in the event of a missed attempt due to unforeseen circumstances that prevented prior rescheduling:

1. By clicking Dashboard tab and then clicking on "**Enroll for an Exam**".



Purpose

Create your *my*PECB Account

Scheduling an Online Exam

What do the exam-related icons mean?

Change Exam Language

How to Reschedule Your Exam

How to Cancel Your Exam

Introduction to the PECB Exams Application

PECB Exams Application Technical Requirements

PECB Exams Application Troubleshooting Guide

Exam Tips

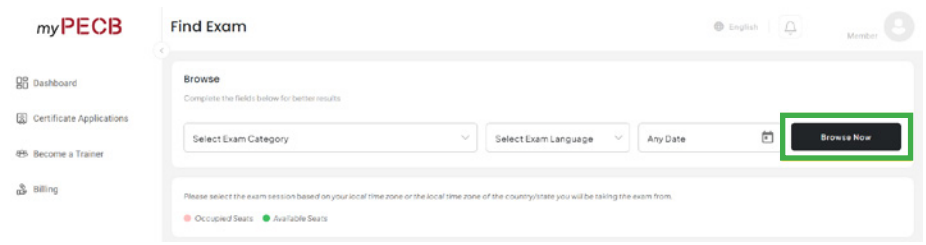
PECB Exam Application User Interface

Joining the Online Session

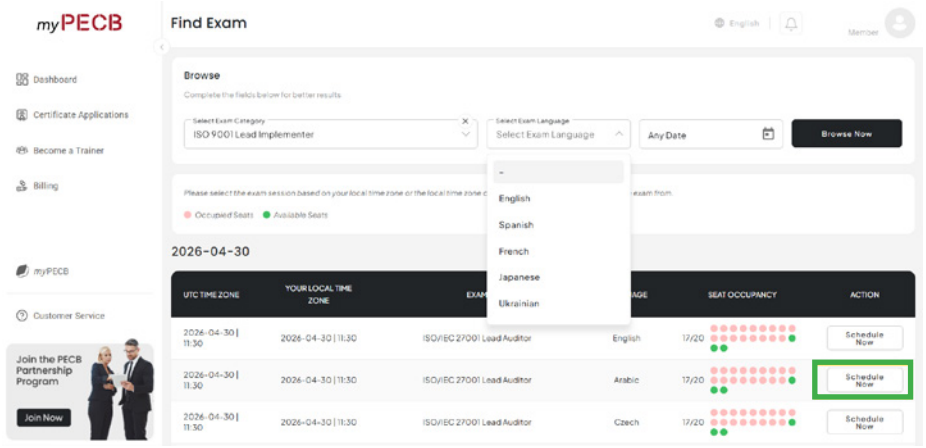
During the Exam

PECB Online Exam Rules

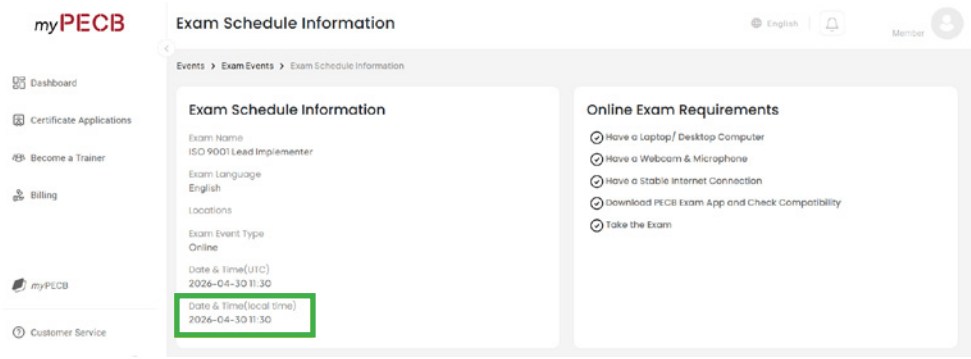
2. Filter or search for the exam, language, and/or date you wish to take, then click "**Browse Now**".



3. A list of available exam sessions will appear. Select the one that suits you and click "**Schedule Now**."



4. Check the scheduled exam information and ensure your local time is correct (the 24-hour format is shown by default).



Purpose

Create your *my*PECB Account

Scheduling an Online Exam

What do the exam-related icons mean?

Change Exam Language

How to Reschedule Your Exam

How to Cancel Your Exam

Introduction to the PECB Exams Application

PECB Exams Application Technical Requirements

PECB Exams Application Troubleshooting Guide

Exam Tips

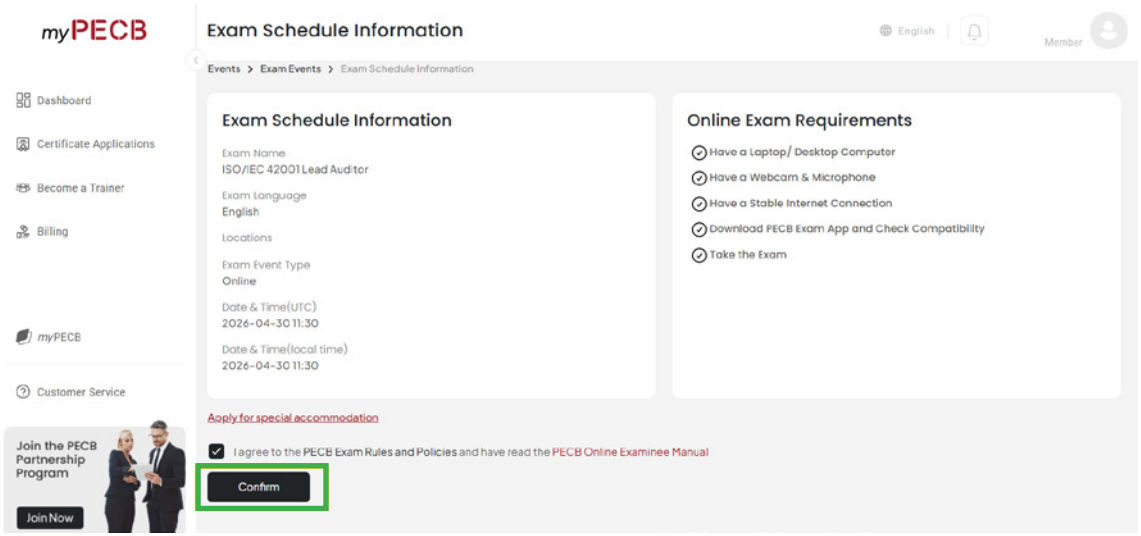
PECB Exam Application User Interface

Joining the Online Session

During the Exam

PECB Online Exam Rules

5. Read and agree to the exam rules and policies by selecting "I agree to exam rules and policies", then click "**Confirm**".



Note: *If your account displays "1/2" attempts (or similar) but you are certain that you did not take the exam, please be assured that this is only a technical counter reflecting scheduled exams.*

An exam attempt is officially counted ***only when a candidate joins, completes, and submits the exam.*** *If you were unable to attend or did not access the exam session, it will not be considered a used attempt.*

If you are unsure about your eligibility for a free retake, please contact us at online.exams@pecb.com

Purpose

Create your *my*PECB Account

Scheduling an Online Exam

What do the exam-related icons mean?

Change Exam Language

How to Reschedule Your Exam

How to Cancel Your Exam

Introduction to the PECB Exams Application

PECB Exams Application Technical Requirements

PECB Exams Application Troubleshooting Guide

Exam Tips

PECB Exam Application User Interface

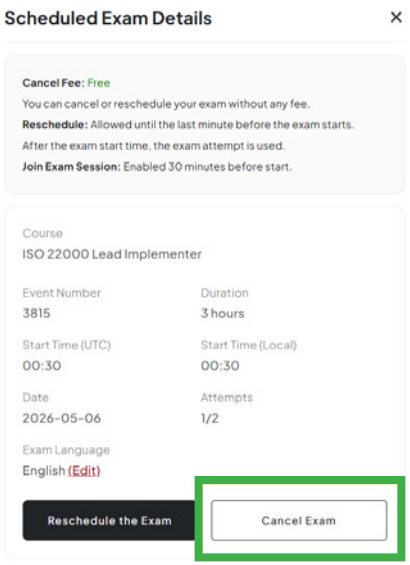
Joining the Online Session

During the Exam

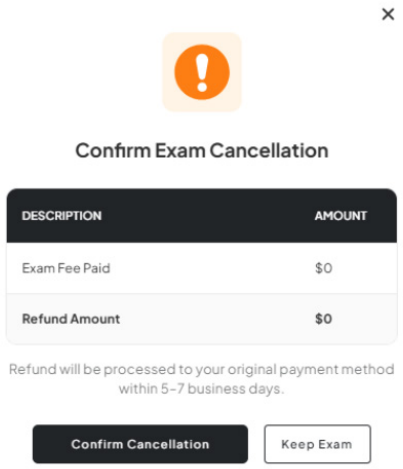
PECB Online Exam Rules

How to Cancel Your Exam

If you would like to cancel your scheduled exam, click on "**Cancel Exam**".



Then confirm your exam cancellation in "**Confirm Cancellation**"



Purpose

Create your *my*PECB Account

Scheduling an Online Exam

What do the exam-related icons mean?

Change Exam Language

How to Reschedule Your Exam

How to Cancel Your Exam

Introduction to the PECB Exams Application

PECB Exams Application Technical Requirements

PECB Exams Application Troubleshooting Guide

Exam Tips

PECB Exam Application User Interface

Joining the Online Session

During the Exam

PECB Online Exam Rules

Introduction to the PECB Exams Application

The PECB Exams application is specialized software designed to facilitate and streamline the process of conducting online exams. Its primary purpose is to provide a secure, user-friendly, and efficient platform for examinees to take PECB certification exams remotely, from the comfort of their own locations.
Testing the PECB Exams application

Before starting your online exam, it is essential to verify that your system is fully compatible with the PECB Exams application. Follow the steps below to ensure everything is properly set up:

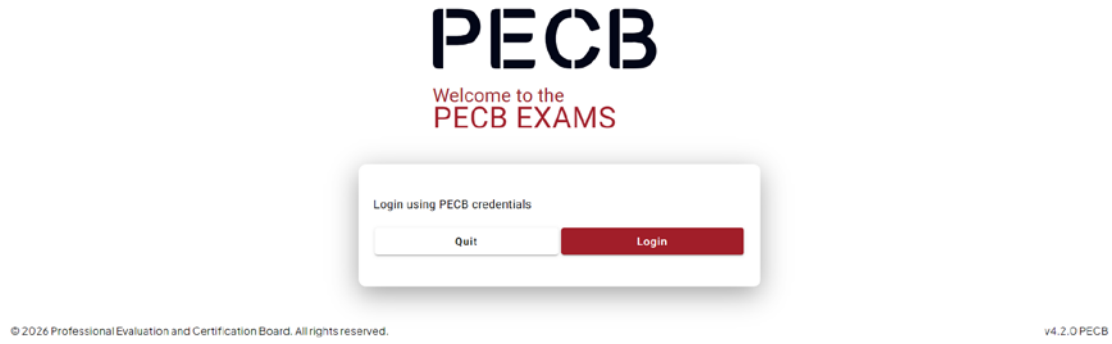
1. **Download the Application**

   Click on the provided link to download the PECB Exams application PECB Exams - PECB. Once the download is complete, proceed with the installation.

2. **Log In to the Application**

   After installing the application:

→ Open it and click "**Log In**"



Purpose

Create your *my*PECB Account

Scheduling an Online Exam

What do the exam-related icons mean?

Change Exam Language

How to Reschedule Your Exam

How to Cancel Your Exam

Introduction to the PECB Exams Application

PECB Exams Application Technical Requirements

PECB Exams Application Troubleshooting Guide

Exam Tips

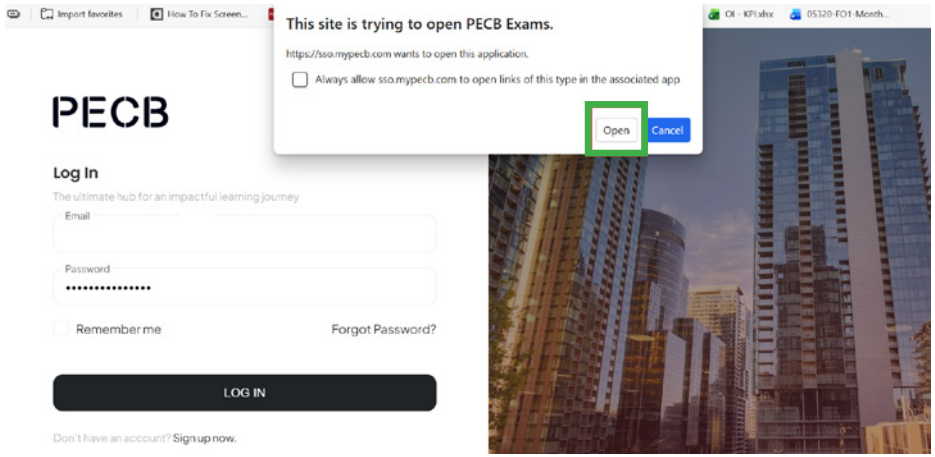
PECB Exam Application User Interface

Joining the Online Session

During the Exam

PECB Online Exam Rules

→ You will be redirected to the PECB website, where you must enter your PECB credentials and click "**Open**".

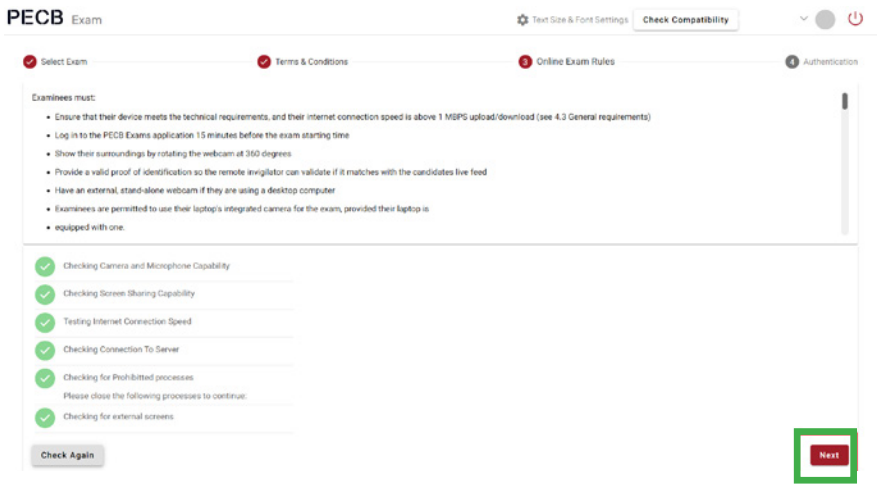


→ Once logged in, you will be granted access to the application.

If you experience any issues during the download or installation process, please contact us at online.exams@pecb.com.

3. Check System Compatibility

→ Inside the application, locate the "Check Compatibility" button in the top-right corner of the screen.
→ Click it to run a system check.



Purpose

Create your *my*PECB Account

Scheduling an Online Exam

What do the exam-related icons mean?

Change Exam Language

How to Reschedule Your Exam

How to Cancel Your Exam

Introduction to the PECB Exams Application

PECB Exams Application Technical Requirements

PECB Exams Application Troubleshooting Guide

Exam Tips

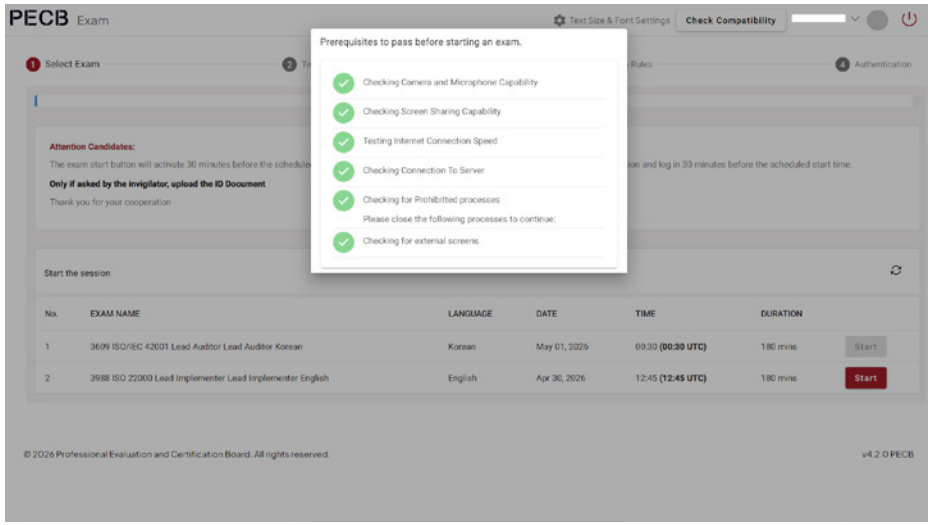
PECB Exam Application User Interface

Joining the Online Session

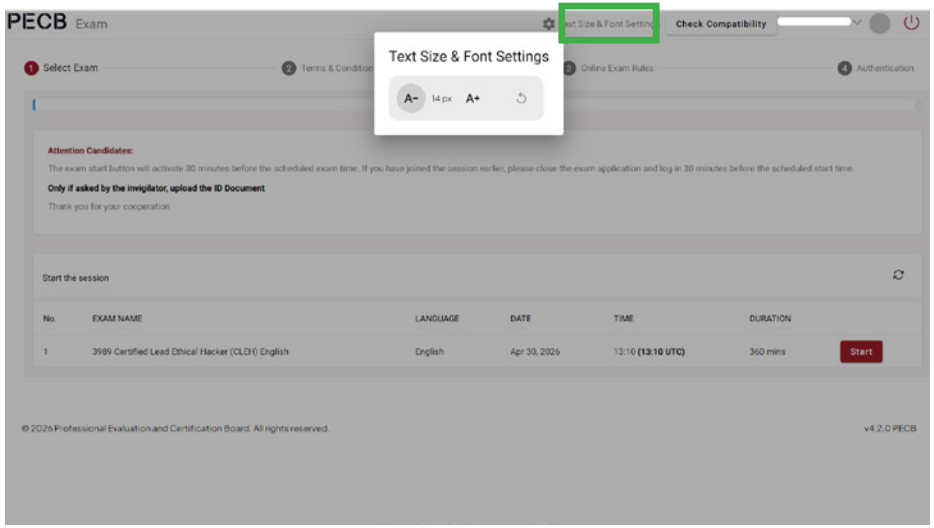
During the Exam

PECB Online Exam Rules

All system checks must display green indicators, confirming that your device meets the technical requirements for the online exam.



You will be able to adjust the size and font settings of PECB Exams app.



Purpose

Create your *my*PECB Account

Scheduling an Online Exam

What do the exam-related icons mean?

Change Exam Language

How to Reschedule Your Exam

How to Cancel Your Exam

Introduction to the PECB Exams Application

PECB Exams Application Technical Requirements

PECB Exams Application Troubleshooting Guide

Exam Tips

PECB Exam Application User Interface

Joining the Online Session

During the Exam

PECB Online Exam Rules

PECB Exams Application Technical Requirements

PECB Exams application is available on Windows (8, 10 and 11) and MAC OS. There are specifications when examinees use personal or work devices.

Note: *Please make sure to quit any remote desktop/remote access applications such as the ones listed below:*

9.1 Personal Devices

Considering that 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., an office network). However, if the examinees use a personal device in a domain network, contact the Systems Administrator to have the PECB Exams application marked as safe at any software and hardware that might cause any interruptions before launching it. Otherwise, the examinees will not be able to sit for the online exam. Software/hardware categories that might block PECB Exams from launching or running include:

→ Firewalls

→ Anti-Viruses

→ Pop-up Blockers

9.2 Work Devices

If the examinees are using a device that belongs to a domain network, they should contact their Systems Administrator to have PECB Exams application marked as safe at any software and hardware that might cause any interruptions before launching it. Otherwise, the examinees will not be able to sit for the online exam. Software/hardware categories that might block PECB Exams from launching or running include:

→ Firewalls

→ Anti-Viruses

→ Pop-up Blockers

Purpose

Create your *my*PECB Account

Scheduling an Online Exam

What do the exam-related icons mean?

Change Exam Language

How to Reschedule Your Exam

How to Cancel Your Exam

Introduction to the PECB Exams Application

PECB Exams Application Technical Requirements

PECB Exams Application Troubleshooting Guide

Exam Tips

PECB Exam Application User Interface

Joining the Online Session

During the Exam

PECB Online Exam Rules

Note: *Please make sure to quit any remote desktop/remote access applications such as the ones listed below:*

→ MS Teams – MS-Teams.exe

→ Snipping Tool – SnippingTool.exe

→ MS Copilot – M365Copilot.exe

→ AnyDesk – AnyDesk.exe/GDI+Window (AnyDesk.exe)

→ TeamViewer tv_w32.exe

→ Microsoft Remote Desktop Services/Remote Desktop Connection mstsc.exe Quick Assist

→ ConnectWise Control – LTSVC.exe

→ Remote Utilities – rutview.exe

→ Getscreen.me – getscreen.exe

→ AeroAdminTrayWnd – AeroAdmin.exe

→ Iperius Remote – IperiusRemote.exe

→ Quick Assist – quickassist.exe

→ ShowMyPC 3602 – SMPCSetup.exe

→ DesktopNow – desktopnow.exe

→ Beamyourscreen-host – beamyourscreen-host.exe

Purpose

Create your *my*PECB Account

Scheduling an Online Exam

What do the exam-related icons mean?

Change Exam Language

How to Reschedule Your Exam

How to Cancel Your Exam

Introduction to the PECB Exams Application

PECB Exams Application Technical Requirements

PECB Exams Application Troubleshooting Guide

Exam Tips

PECB Exam Application User Interface

Joining the Online Session

During the Exam

PECB Online Exam Rules

When to contact the Internet Service Provider (ISP)?

For the remote invigilator to access the examinee's webcam feed through the PECB Exams application, the ports below should be open:

Protocol	Receiving	Port	Way Remote Host
TCP	12345, 12346	Out	34.195.204.189, 34.194.156.156
UDP	3478, 5349	Out	34.195.204.189, 34.194.156.156

If these ports are not open by default, the examinee must contact their ISP or System Administrator to open them, in order to launch the PECB Exams application.

Below is a list of ISPs in different countries which block PECB Exams application from using the abovementioned ports:

COUNTRY	LIST OF ISPs
Belgium	Proximus
Bangladesh	Grameenphone, Robi, Banglalink, D-NET

Examinees using the service of the ISPs listed above are suggested to contact them and provide them 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.

Purpose

Create your *my*PECB Account

Scheduling an Online Exam

What do the exam-related icons mean?

Change Exam Language

How to Reschedule Your Exam

How to Cancel Your Exam

Introduction to the PECB Exams Application

PECB Exams Application Technical Requirements

PECB Exams Application Troubleshooting Guide

Exam Tips

PECB Exam Application User Interface

Joining the Online Session

During the Exam

PECB Online Exam Rules

9.3 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	A 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.

9.4 Technical requirements for Windows & MAC OS:

To launch and work effectively, the PECB Exams application requires the following:

1. A minimum of 200 MB available space
2. A webcam
3. A microphone and Internet access (a minimum of 1 Mbps upload/1 Mbps download)
4. Ping (latency) below 200 ms
5. Ports opened for installed applications: 80 and 443

Purpose

Create your *my*PECB Account

Scheduling an Online Exam

What do the exam-related icons mean?

Change Exam Language

How to Reschedule Your Exam

How to Cancel Your Exam

Introduction to the PECB Exams Application

PECB Exams Application Technical Requirements

PECB Exams Application Troubleshooting Guide

Exam Tips

PECB Exam Application User Interface

Joining the Online Session

During the Exam

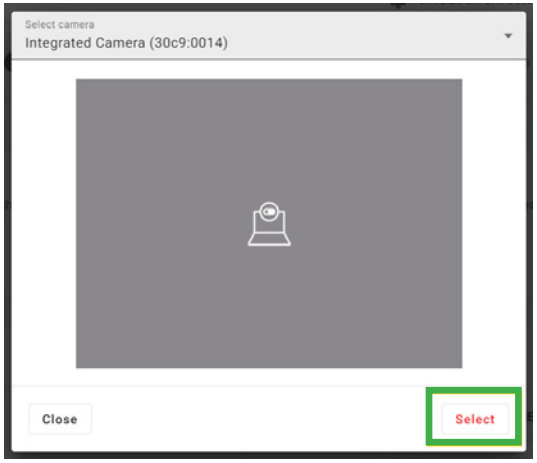
PECB Online Exam Rules

PECB Exams Application Troubleshooting Guide

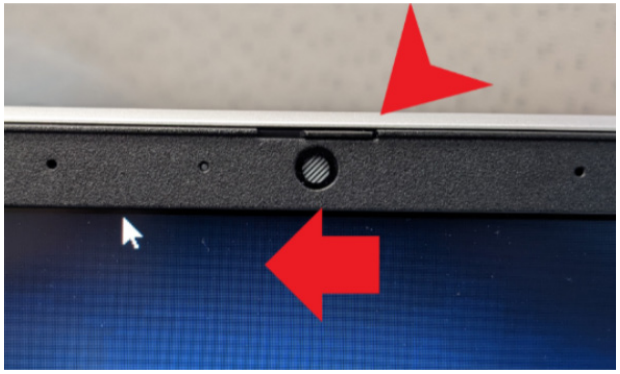
If any of the compatibility check indicators are not marked in green, even though all technical requirements have been met, refer to the sections below. These outline the most common issues and their corresponding troubleshooting steps.

10.1 Camera and Microphone

After launching the exam application, click the Compatibility Check button located in the upper-right corner. You must select the camera that will be used during the exam.



The PECB Exams Application can also detect if your camera is obstructed. Ensure that there is nothing covering your camera when entering the verification step, as the invigilator must have continuous visual access throughout the exam.



Purpose

Create your *my*PECB Account

Scheduling an Online Exam

What do the exam-related icons mean?

Change Exam Language

How to Reschedule Your Exam

How to Cancel Your Exam

Introduction to the PECB Exams Application

PECB Exams Application Technical Requirements

PECB Exams Application Troubleshooting Guide

Exam Tips

PECB Exam Application User Interface

Joining the Online Session

During the Exam

PECB Online Exam Rules

If the camera indicator remains red after verifying this, check your device's camera and microphone settings.

For Windows users:

→ **Open Settings:** Click on the Start menu and select "Settings" (the gear icon).
→ **Privacy:** Go to "Privacy."
→ **Camera:** Click on "Camera" under the "App permissions" section. Make sure the toggle is turned on for "Allow apps to access your camera" and ensure the PECB exam app is listed and enabled.
→ **Microphone:** If the app needs microphone access, click on "Microphone" and enable access as required.

After logging in to the exam app, while checking your compatibility, ensure click on "Select" to select your camera again.

For macOS users:

1. Click the **Apple menu** in the top-left corner of your screen and select **System Settings.**
2. In the left-hand menu, scroll down and click **Privacy & Security.**
3. Click on **Camera**, locate the PECB Exams app and toggle the switch **ON**.
4. If the app is currently open, please close and reopen it for the changes to take effect.

To enable Microphone access:

1. Go back to **Privacy & Security**.
2. Click on **Microphone**, locate the PECB Exams app and toggle the switch **ON**.
3. Restart the application if necessary.

If the application is not listed:

→ Open the application and attempt to use the camera or microphone.
→ macOS should prompt you to allow access, please click **Allow**.
→ If access was previously denied, you can enable it manually using the steps above.

Purpose

Create your *my*PECB Account

Scheduling an Online Exam

What do the exam-related icons mean?

Change Exam Language

How to Reschedule Your Exam

How to Cancel Your Exam

Introduction to the PECB Exams Application

PECB Exams Application Technical Requirements

PECB Exams Application Troubleshooting Guide

Exam Tips

PECB Exam Application User Interface

Joining the Online Session

During the Exam

PECB Online Exam Rules

If the issue persists:

→ Restart your Mac.
→ Ensure no other applications are using the camera or microphone simultaneously.

Note: *If you are using a work device or corporate network, contact your IT team for assistance, as restrictions may affect camera visibility and microphone access. Refer to the technical requirements section for more details.*

10.2 Screensharing

During the exam, the invigilator must have access to your screen to ensure compliance with examination policies. If the screen-sharing indicator is red, follow the steps below.

For Windows users:

1. Open the **Start Menu** (Window Key), and then click on the **Settings** (Gear) Icon.
2. Now click on **System**. In the left pane, select **Display** and click on **Graphics Settings** at the bottom.
3. Click the **Browse** button and select **PECB Exams** application.
4. Once added, click on **Options** and set the graphics performance to **Integrated GPU.**

After completing these steps, restart your device. If the issue persists, try the following additional steps:

1. **Disable HDR:** Go to Settings > System > Display. Scroll to "Windows HD Color settings" and turn off "Play HDR games and apps."
2. **Check App Permissions:** Go to Settings > Privacy > App permissions. Ensure the app has permission for screen recording or other relevant permissions.
3. **Disable "Automatic color management for apps" by navigating to:** System > Display > Color Profile (Color Management).

Purpose

Create your *my*PECB Account

Scheduling an Online Exam

What do the exam-related icons mean?

Change Exam Language

How to Reschedule Your Exam

How to Cancel Your Exam

Introduction to the PECB Exams Application

PECB Exams Application Technical Requirements

PECB Exams Application Troubleshooting Guide

Exam Tips

PECB Exam Application User Interface

Joining the Online Session

During the Exam

PECB Online Exam Rules

If the issue is still unresolved, restart your device again.

For macOS users:

1. Open **System Preferences** on your Mac.
2. Go to **Security & Privacy.**
3. Select the **Privacy tab.**
4. In the panel, click on **Screen Recording.**
5. Locate and enable the option for **PECB Application** by checking the box next to it.

You may be prompted to restart the application for the changes to take effect.

10.3 Internet connection

The PECB Exams Application requires a stable and reliable internet connection to prevent interruptions during the exam. If your device disconnects from the network, the application will close; however, your progress will be saved during the exam.

If you need to connect using a personal hotspot, follow the steps below.

For Windows and Android users:

Step 1: *Enable Your Personal Hotspot*

1. **Open Settings:** Find the Settings app on your home screen or app drawer and tap on it.
2. **Go to Network & Internet:** Scroll down and select "Network & Internet."
3. **Select Hotspot & Tethering:** Tap on "Hotspot & Tethering."
4. **Turn on Wi-Fi Hotspot:** Toggle the switch next to "Wi-Fi Hotspot" to turn it on.

Purpose

Create your *my*PECB Account

Scheduling an Online Exam

What do the exam-related icons mean?

Change Exam Language

How to Reschedule Your Exam

How to Cancel Your Exam

Introduction to the PECB Exams Application

PECB Exams Application Technical Requirements

PECB Exams Application Troubleshooting Guide

Exam Tips

PECB Exam Application User Interface

Joining the Online Session

During the Exam

PECB Online Exam Rules

Step 2: *Connect Your Device to the Hotspot*

Once your hotspot is active and visible, follow these steps on your device:

1. Click the **Wi-Fi icon** located in the bottom-right corner of your taskbar.
2. A list of available networks will appear.
3. Find your **hotspot's name** in the list and click on it. Then click Connect.
4. Enter the password displayed in your phone's hotspot settings.
5. Click **Next or Connect** to complete the connection.

For macOS and Apple users:

Step 1: *Enable Your Personal Hotspot*

1. Go to **Settings > Personal Hotspot**.
2. Toggle on "**Allow Others to Join**."
3. Make a note of the Wi-Fi password displayed.

Step 2: *Connect Your Device to the Hotspot*

Once your hotspot is active and visible, follow these steps on your device:

1. On your Mac, click the **Wi-Fi icon** in the top menu bar.
2. Look for your phone's hotspot name in the list of available networks.
3. Click the hotspot name to connect.
4. Enter the **Wi-Fi password** you saw earlier on your phone.
5. Wait a few moments while your Mac connects.

Note: *Steps may be combined when using macOS with Android devices, or vice versa.*

Purpose

Create your *my*PECB Account

Scheduling an Online Exam

What do the exam-related icons mean?

Change Exam Language

How to Reschedule Your Exam

How to Cancel Your Exam

Introduction to the PECB Exams Application

PECB Exams Application Technical Requirements

PECB Exams Application Troubleshooting Guide

Exam Tips

PECB Exam Application User Interface

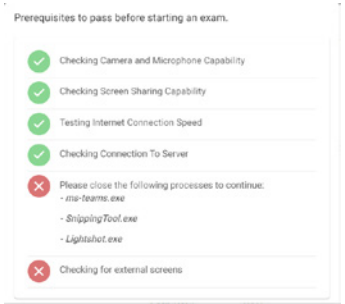
Joining the Online Session

During the Exam

PECB Online Exam Rules

10.4 Prohibited Apps

If an **"X" icon** appears next to any open application or browser, it indicates that these programs must be closed before joining the exam session.



The exam will not begin if other applications are detected running in the background. To ensure all applications and processes are properly closed, follow the steps below.

For Windows users:

→ Close PECB Exams application
→ Press **CTRL + ALT + Delete** on your keyboard
→ Select Task Manager
→ Right click on TeamViewer app and select **End task**.

If the issue persists, restart your device and log back in.

Note: *If you are using a work device, you may need to contact your IT team. In some cases, closing these processes requires administrator credentials.*

Purpose

Create your *my*PECB Account

Scheduling an Online Exam

What do the exam-related icons mean?

Change Exam Language

How to Reschedule Your Exam

How to Cancel Your Exam

Introduction to the PECB Exams Application

PECB Exams Application Technical Requirements

PECB Exams Application Troubleshooting Guide

Exam Tips

PECB Exam Application User Interface

Joining the Online Session

During the Exam

PECB Online Exam Rules

For macOS users:

1. Open Activity Monitor using **Spotlight Search** (Cmd + Space), then type and open Activity Monitor. Or go to **Applications > Utilities > Activity Monitor**.
2. In the Activity Monitor search bar, enter the name of the specified app to locate its running process.
3. Select the process, then click the X button (top-left corner) and choose **Force Quit**.

If the issue persists, restart your device and log back in.

Note: *If you are using a work device, contact your IT team, as administrator access may be required.*

10.5 External Screens

The PECB Exams Application does not support multiple displays. Ensure that only a single monitor is connected during the exam.

Docking stations may also interfere with display detection. Disconnect any docking stations before performing the compatibility check.

If any compatibility check indicators remain unresolved after following the steps above:

- Take a screenshot of the issue.
- Send it to support@pecb.com for further assistance.

Purpose

Create your *my*PECB Account

Scheduling an Online Exam

What do the exam-related icons mean?

Change Exam Language

How to Reschedule Your Exam

How to Cancel Your Exam

Introduction to the PECB Exams Application

PECB Exams Application Technical Requirements

PECB Exams Application Troubleshooting Guide

Exam Tips

PECB Exam Application User Interface

Joining the Online Session

During the Exam

PECB Online Exam Rules

Exam Tips

Examinees should:

→ Get more information on the exam format, duration, and any specific requirements via List of PECB Exams – PECB Help Center

→ Double-check the exam date, time, and time zone to avoid missing the exam.

→ Ensure the computer or device is in good working condition.

→ Test the internet connection to ensure it is stable and fast enough for the online exam.

→ Review all provided instructions and guidelines for the online exam.

→ If examinees encounter technical issues or have questions during the exam, they can use the "Need Help" button to contact the remote invigilator.

→ If they get stuck on a question, mark it for review and move on. They can come back to it later.

→ Pay attention to the remaining time available to complete the exam.

→ There are no penalties for answering questions incorrectly; therefore, examinees should aim to answer as many questions as possible. Before submitting, review all the answers to catch any errors.

Purpose

Create your *my*PECB Account

Scheduling an Online Exam

What do the exam-related icons mean?

Change Exam Language

How to Reschedule Your Exam

How to Cancel Your Exam

Introduction to the PECB Exams Application

PECB Exams Application Technical Requirements

PECB Exams Application Troubleshooting Guide

Exam Tips

PECB Exam Application User Interface

Joining the Online Session

During the Exam

PECB Online Exam Rules

PECB Exam Application User Interface

Exam Application – Welcome Page

The Welcome Page is the first screen displayed when launching the exam application. It provides important information and ensures that your system is ready for the exam.

Key elements on this page:

→ **Compatibility Check Button**

Click the "**Compatibility Check**" button to verify that your device meets all technical requirements (e.g., camera, microphone, internet connection).

→ If all indicators are green, your system is ready for the exam.
→ If any issues are detected, you should resolve them before proceeding.

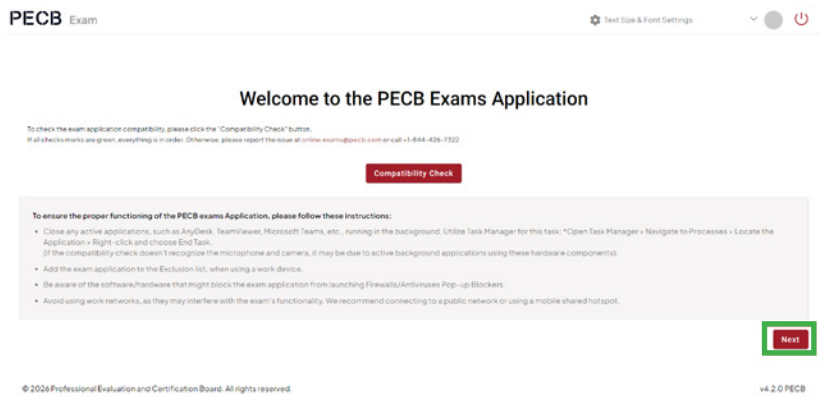
→ **Instructions Section**

This section provides important guidelines to ensure the exam runs smoothly, such as:

→ Closing unnecessary applications running in the background (e.g., communication or remote access tools).
→ Ensuring the exam application is not blocked by antivirus or firewall settings.
→ Avoiding restricted work networks that may interfere with the exam.

→ **Next Button**

Once the compatibility check is completed and all requirements are met, click "**Next**" to proceed to the next step of the exam.



Purpose

Create your *my*PECB Account

Scheduling an Online Exam

What do the exam-related icons mean?

Change Exam Language

How to Reschedule Your Exam

How to Cancel Your Exam

Introduction to the PECB Exams Application

PECB Exams Application Technical Requirements

PECB Exams Application Troubleshooting Guide

Exam Tips

PECB Exam Application User Interface

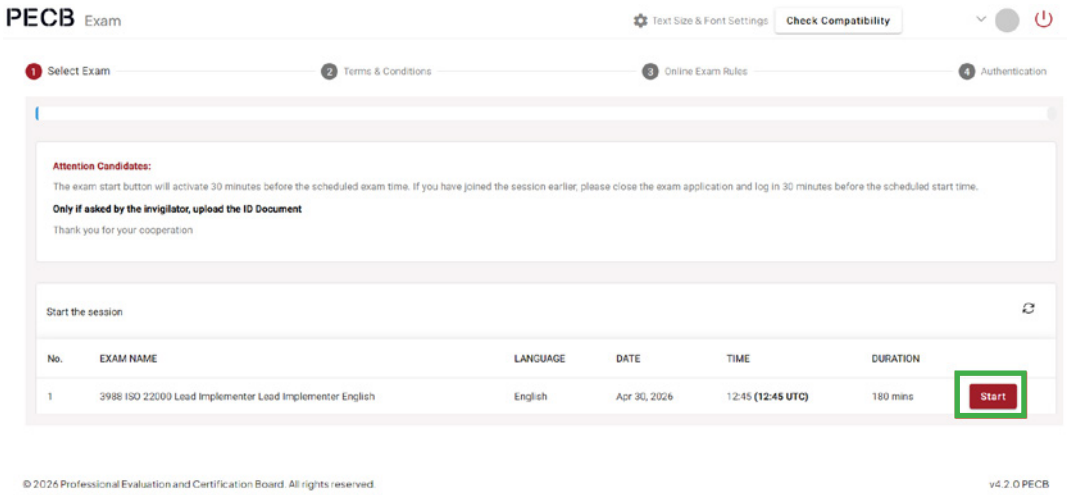
Joining the Online Session

During the Exam

PECB Online Exam Rules

The list includes essential details such as the exam name, language, duration, start date, and time. The exam start time is always indicated in Universal Coordinated Time (UTC).

To initiate the online exam session, examinees should click the "Start" button.



Note: *The PECB Exam application allows entry only 30 minutes before the scheduled exam start time. If students attempt to open the exam before this designated time, the start button will remain unclickable. In such cases, examinees should close the application and rejoin when it's time to begin.*

During this phase, the examinees must agree to the Terms and Conditions before moving on to the third section, where examinees can see the "Online Exam Rules"

Note: *If the Terms and Conditions are rejected, the exam app will not allow the user to move forward, even if the session is closed and rejoined later.*

The application then automatically assesses the device's technical capabilities. Once all the checks are displayed as green, indicating that the device meets the technical requirements, the examinees can click the Next button.

Purpose

Create your *my*PECB Account

Scheduling an Online Exam

What do the exam-related icons mean?

Change Exam Language

How to Reschedule Your Exam

How to Cancel Your Exam

Introduction to the PECB Exams Application

PECB Exams Application Technical Requirements

PECB Exams Application Troubleshooting Guide

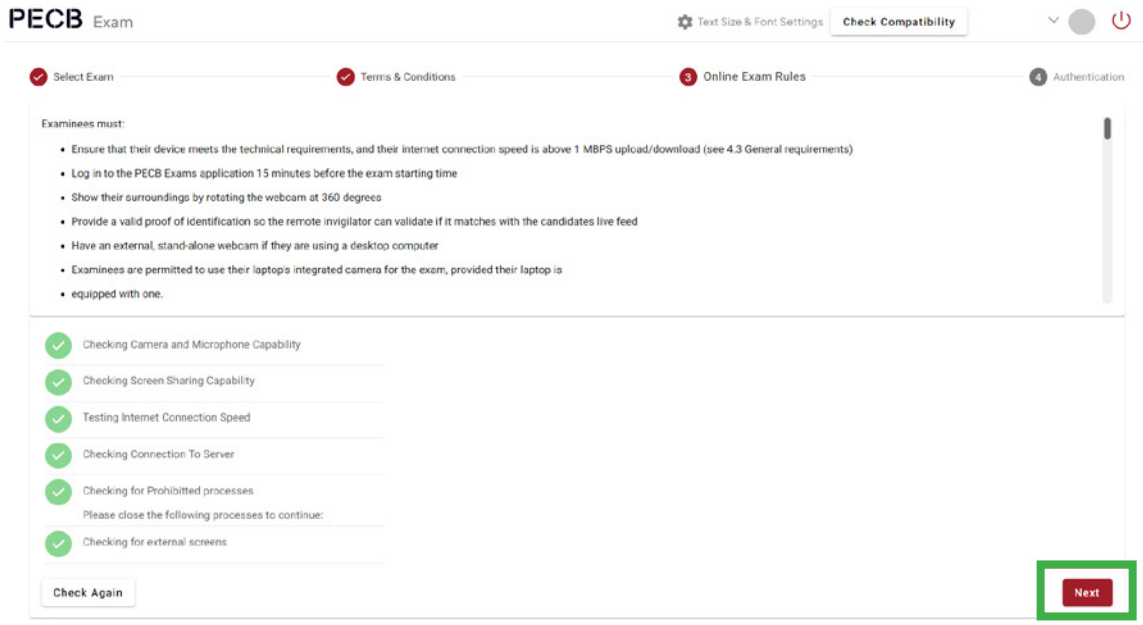
Exam Tips

PECB Exam Application User Interface

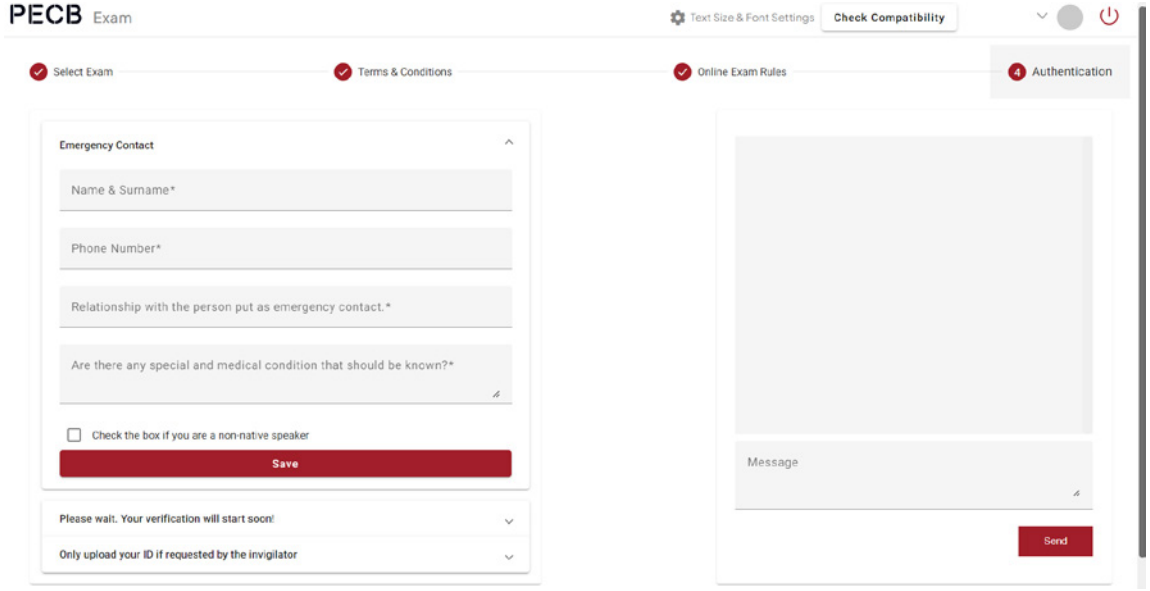
Joining the Online Session

During the Exam

PECB Online Exam Rules



The last step involves completing the emergency contact form. Additionally, examinees can claim an extra 20% of the total exam duration by selecting the **"Non-Native Speaker"** option, if applicable. Simply click "**Save**" after checking the box to apply this adjustment.



Purpose

Create your *my*PECB Account

Scheduling an Online Exam

What do the exam-related icons mean?

Change Exam Language

How to Reschedule Your Exam

How to Cancel Your Exam

Introduction to the PECB Exams Application

PECB Exams Application Technical Requirements

PECB Exams Application Troubleshooting Guide

Exam Tips

PECB Exam Application User Interface

Joining the Online Session

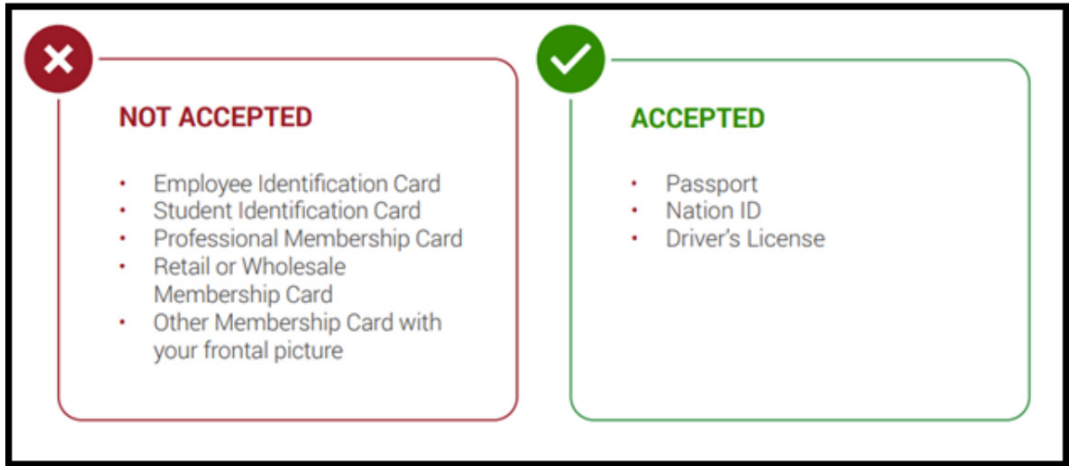
During the Exam

PECB Online Exam Rules

12.1 Uploading the ID Picture

Please note that uploading an ID picture is not required unless specifically requested. If you are asked to upload an ID, ensure you follow these guidelines:

Accepted ID Documents: A list of accepted ID types can be found below.



Sensitive Information: When capturing the ID image, make sure to cover or blur personal details such as:

→ Personal Number
→ Residence Address
→ Day and Month of Birth
→ Place of Birth
→ Gender
→ Height
→ Weight
→ Eye Color

ID Upload Requirements:

→ Ensure the ID is valid and not expired.
→ The entire document must be clearly visible, in focus, and fully captured (do not cut off any corners or edges).
→ Only hide or blur the sensitive information listed above; do not blur any visible information that is necessary.

Failure to meet these criteria may result in the rejection of your application.

Purpose

Create your *my*PECB Account

Scheduling an Online Exam

What do the exam-related icons mean?

Change Exam Language

How to Reschedule Your Exam

How to Cancel Your Exam

Introduction to the PECB Exams Application

PECB Exams Application Technical Requirements

PECB Exams Application Troubleshooting Guide

Exam Tips

PECB Exam Application User Interface

Joining the Online Session

During the Exam

PECB Online Exam Rules

Mandatory Information on the ID: The ID must contain the following details:

→ Full Name
→ Year of Birth (Day and Month of Birth should not be visible)
→ Expiration/Validity Date
→ A clear photo of the individual

Please ensure all requirements are carefully followed to avoid delays or rejections.



Purpose

Create your *my*PECB Account

Scheduling an Online Exam

What do the exam-related icons mean?

Change Exam Language

How to Reschedule Your Exam

How to Cancel Your Exam

Introduction to the PECB Exams Application

PECB Exams Application Technical Requirements

PECB Exams Application Troubleshooting Guide

Exam Tips

PECB Exam Application User Interface

Joining the Online Session

During the Exam

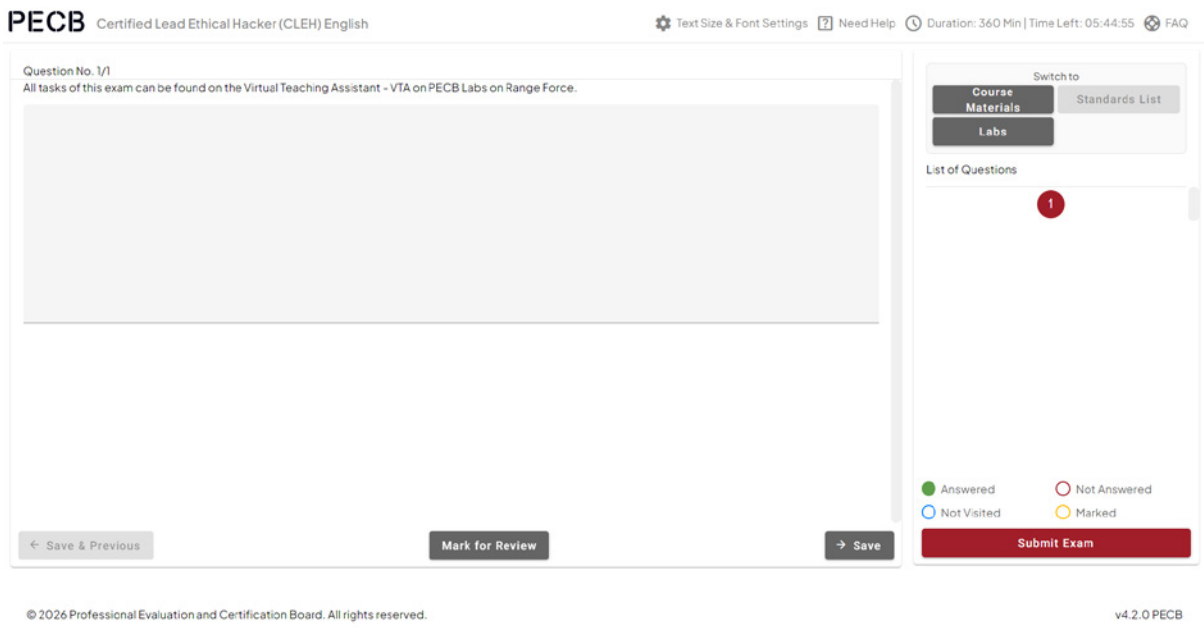
PECB Online Exam Rules

Question panel

In the main section of the interface, examinees see the questions one at a time. They can navigate between questions using the **"Save and Previous"** and **"Save and Next"** options or by selecting a specific question number from the question panel. Questions can also be flagged for a later review by clicking **"Mark for Review."**

→ The unanswered questions will be displayed in a light blue color.
→ The answered questions will be displayed in green.
→ The questions marked for review will be displayed in orange color.
→ Non-answered questions will be displayed in red.

Note: *For an answer to be saved, the examinees should always click the* ***"Save and Previous"*** *or* ***"Save and Next"*** *buttons.*



Purpose

Create your *my*PECB Account

Scheduling an Online Exam

What do the exam-related icons mean?

Change Exam Language

How to Reschedule Your Exam

How to Cancel Your Exam

Introduction to the PECB Exams Application

PECB Exams Application Technical Requirements

PECB Exams Application Troubleshooting Guide

Exam Tips

PECB Exam Application User Interface

Joining the Online Session

During the Exam

PECB Online Exam Rules

Accessing Course Materials During the Exam

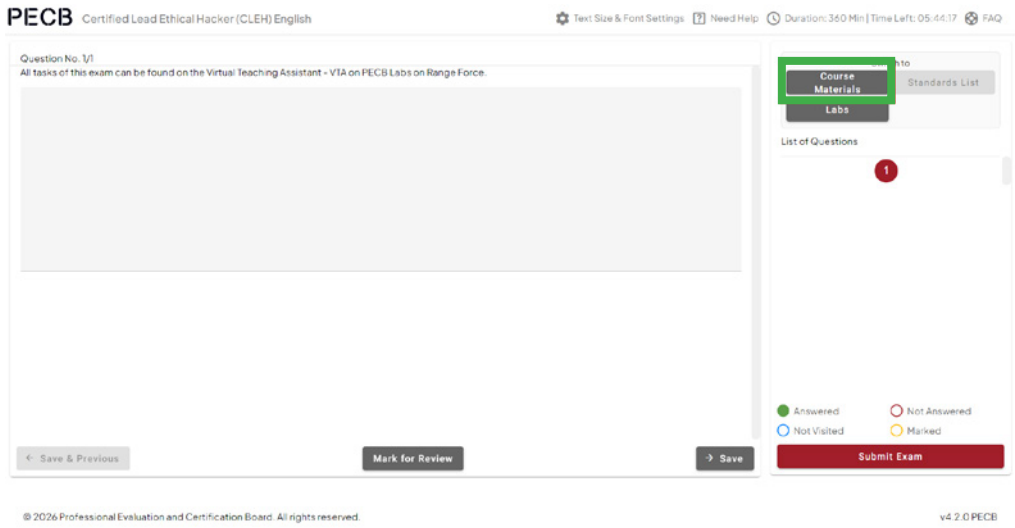
The exam application allows examinees to access course materials directly within the exam environment, if they have been assigned.

To access the course materials:

→ Navigate to the right-side panel within the exam interface.
→ Under the "**Switch to**" section, click on the "**Course Materials**" button.
→ The assigned materials will open, allowing you to review them while continuing the exam.

This feature enables candidates to easily reference their course content without leaving the exam application.

Important Note:
The "**Course Materials**" option will only be available if materials have been assigned to your account. If no materials are assigned, this option may be disabled or not accessible.



Important: If the examinees do not have any materials assigned for the specific exam they are taking, the "**Switch to Course Materials**" button will not be visible.

Purpose

Create your *my*PECB Account

Scheduling an Online Exam

What do the exam-related icons mean?

Change Exam Language

How to Reschedule Your Exam

How to Cancel Your Exam

Introduction to the PECB Exams Application

PECB Exams Application Technical Requirements

PECB Exams Application Troubleshooting Guide

Exam Tips

PECB Exam Application User Interface

Joining the Online Session

During the Exam

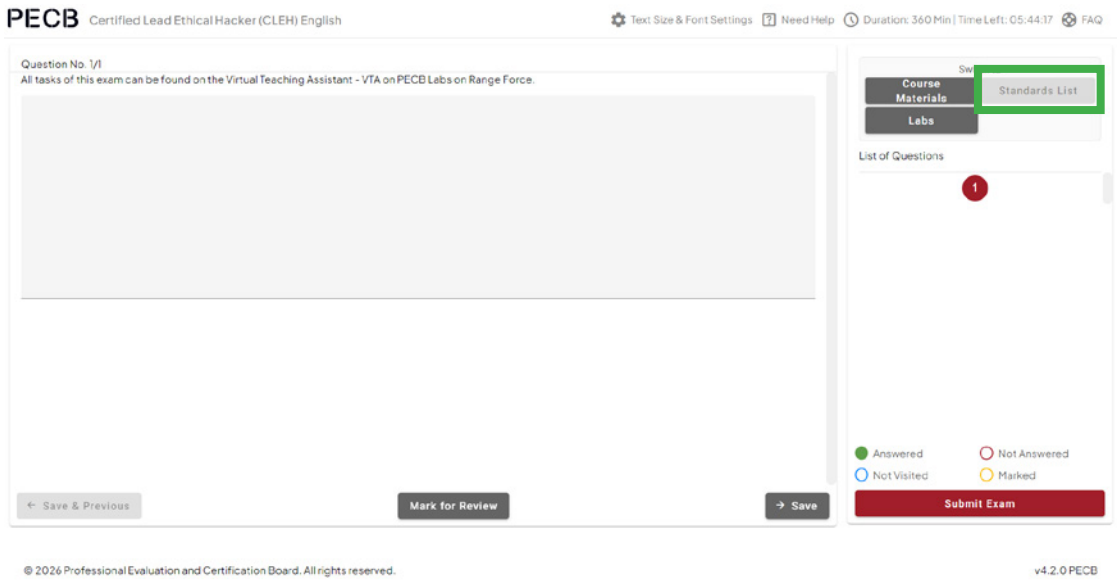
PECB Online Exam Rules

Accessing Standards Within the Exam Application

The exam application allows examinees to access applicable standards directly during the exam.

To access the standards:

→ Navigate to the right-side panel within the exam interface.
→ Under the "**Switch to**" section, click on the "**Standards List**" button (as illustrated in the figure below).
→ The available standards will be displayed, allowing you to open and review them without leaving the exam environment.



Important Note:
Access to standards within the exam application is only available to candidates who have purchased the respective standard through the *my*PECB Store and have it assigned to their account. Candidates without an assigned standard will not see or be able to access this option.

Purpose

Create your *my*PECB Account

Scheduling an Online Exam

What do the exam-related icons mean?

Change Exam Language

How to Reschedule Your Exam

How to Cancel Your Exam

Introduction to the PECB Exams Application

PECB Exams Application Technical Requirements

PECB Exams Application Troubleshooting Guide

Exam Tips

PECB Exam Application User Interface

Joining the Online Session

During the Exam

PECB Online Exam Rules

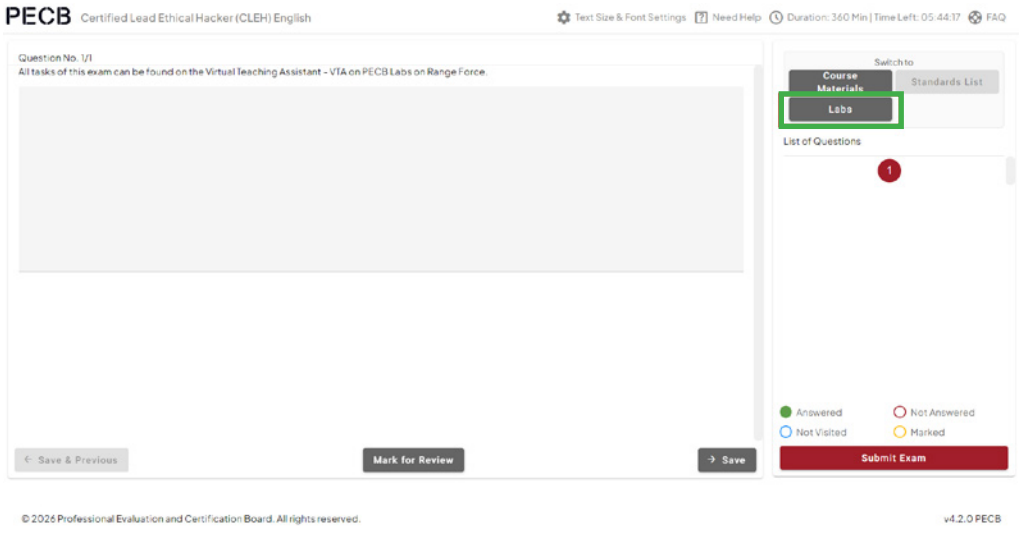
Accessing Labs for Technical Exams

For technical exams, the exam application provides integrated access to hands-on lab environments.

To access the labs:

→ Navigate to the right-side panel within the exam interface.
→ Under the "**Switch to**" section, click on the "**Labs**" button.
→ This will load the lab environment.

Once opened, examinees can proceed with the practical portion of the exam by working within the lab environment.



This setup allows candidates to seamlessly switch between the exam interface and the lab environment, ensuring a smooth and efficient exam experience.

Important Note:
The "**Labs**" feature is only available for technical exams that include a practical component.

Purpose

Create your *my*PECB Account

Scheduling an Online Exam

What do the exam-related icons mean?

Change Exam Language

How to Reschedule Your Exam

How to Cancel Your Exam

Introduction to the PECB Exams Application

PECB Exams Application Technical Requirements

PECB Exams Application Troubleshooting Guide

Exam Tips

PECB Exam Application User Interface

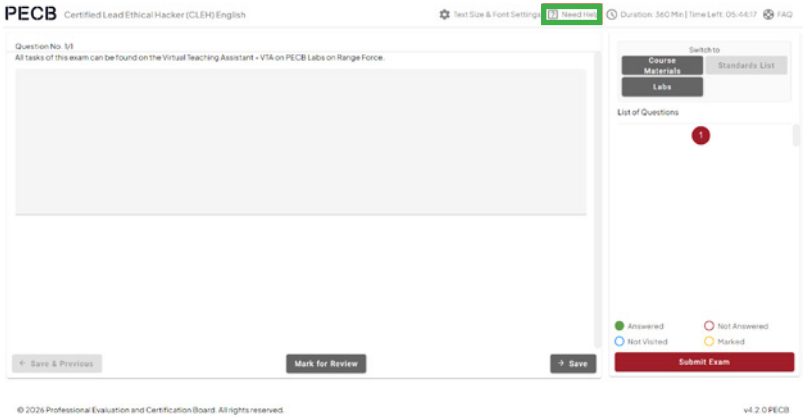
Joining the Online Session

During the Exam

PECB Online Exam Rules

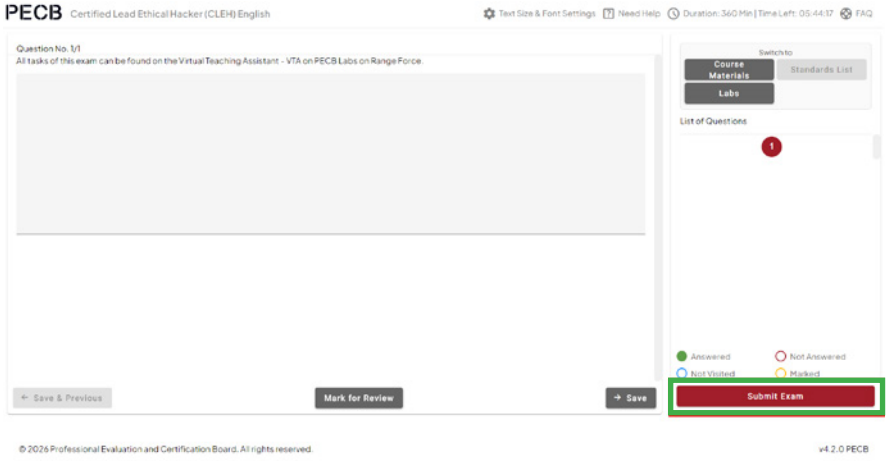
Chat and support

If the examinees encounter technical issues, need assistance, or require restroom breaks, they can communicate with the invigilator by clicking the "**Need Help**" button.



Submitting the exam

In order to complete an online exam, examinees should click the "**Submit Exam**" button. After this action is completed, the system will then ask for confirmation regarding the decision to submit the exam.



Note: *Please be aware that the invigilator retains access to the examinee's camera feed even after the exam has been submitted. To ensure privacy, it is imperative to close the application immediately after submitting the exam.*

Purpose

Create your *my*PECB Account

Scheduling an Online Exam

What do the exam-related icons mean?

Change Exam Language

How to Reschedule Your Exam

How to Cancel Your Exam

Introduction to the PECB Exams Application

PECB Exams Application Technical Requirements

PECB Exams Application Troubleshooting Guide

Exam Tips

PECB Exam Application User Interface

Joining the Online Session

During the Exam

PECB Online Exam Rules

Joining the Online Session

When joining the online session, the examinees will go through a verification process. If examinees find themselves temporarily on hold during this stage, there is no cause for concern, as it is a standard part of the process.

Verification process:

→ A remote invigilator will initiate contact with the examinees during this phase.

→ The invigilator will request a 360-degree view of your surroundings via your camera, as well as the presentation of a valid ID document. During this process, ensure that all sensitive information, as outlined in section 7.1, is properly concealed when displaying your ID.

→ If the camera quality is insufficient, the examinees can upload a picture of their ID card. To facilitate this process, examinees are suggested to have a JPEG/PNG or PDF image of their ID card ready before entering the online session.

It is important to note that any uploaded documents will be automatically erased after the exam session ends.

During the Exam

After successfully completing the verification process, the examinees will be accepted into the exam session. Throughout the exam, a remote invigilator will closely monitor the proceedings.

During the exam:

→ The remote invigilator will always be present to ensure the exam session's integrity.

→ The examinees can use the chat box provided within the exam application to ask questions or request assistance as needed.

→ The invigilator will be available throughout the exam session, ready to provide technical assistance if required.

Please be aware that the PECB remote invigilator will not engage in any discussion or comment on exam questions or answers before, during, or after the exam session. Additionally, they will not provide any form of exam aid during the session. Their primary role is to oversee the process, ensure its integrity, and offer support when needed.

Purpose

Create your *my*PECB Account

Scheduling an Online Exam

What do the exam-related icons mean?

Change Exam Language

How to Reschedule Your Exam

How to Cancel Your Exam

Introduction to the PECB Exams Application

PECB Exams Application Technical Requirements

PECB Exams Application Troubleshooting Guide

Exam Tips

PECB Exam Application User Interface

Joining the Online Session

During the Exam

PECB Online Exam Rules

PECB Online Exam Rules

Examinees must:

- → Ensure that their device meets the technical requirements, and their internet connection speed is above 1 MBPS upload/download (see 3.3 General requirements)
- → Log in to the PECB Exams application 30 minutes before the exam starting time
- → Show their surroundings by rotating the webcam at 360 degrees
- → Provide a valid proof of identification so the remote invigilator can validate if it matches with the candidates live feed
- → Have an external, stand-alone webcam if they are using a desktop computer
- → Examinees are permitted to use their laptop's integrated camera for the exam, provided their laptop is equipped with one.
- → Show the PC, keyboard, mouse, hands and full face, and a minimum view of 12 inches (30 centimeters) on either side of the keyboard when using an external webcam
- → Ensure that their webcam is always focused on them
- → Ensure that video and audio devices are enabled and always running
- → Ensure that the exam room is appropriately lighted
- → Be alone in the room during the exam session
- → Ensure that they use only the permitted documents during open-book exams
- → Be prepared to rotate their camera 360° upon request from the remote invigilator at any point during the exam session.

Examinees must not:

- → Wear headphones, headpiece, or any other kind of headbands
- → Disconnect their webcam/external camera and/or microphone during the exam session at any time
- → Lean out of the camera view during the exam session
- → Use dual monitors
- → Read aloud the content of the exam
- → Receive any kind of communication from anyone during the exam.
- → Leave the testing area except for restroom breaks
- → Eat, drink, or smoke (except water, which, if required, should be in a plastic bottle with no label)
- → Use any electronic devices, such as cell phones, and tablets
- → Wear coats, scarves, hats, or outdoor wear, during the exam (exemptions may apply for religious reasons)
- → Leave the testing area (the only time you they may leave the examination room with the intention of returning is to use the restroom)
- → Consult any document when taking closed-book exams
- → Use any such as social media, chat rooms, email, nor should they use the search engines or other websites
- → Use a pen or any physical writing instrument during the exam.

Purpose

Create your *my*PECB Account

Scheduling an Online Exam

What do the exam-related icons mean?

Change Exam Language

How to Reschedule Your Exam

How to Cancel Your Exam

Introduction to the PECB Exams Application

PECB Exams Application Technical Requirements

PECB Exams Application Troubleshooting Guide

Exam Tips

PECB Exam Application User Interface

Joining the Online Session

During the Exam

PECB Online Exam Rules

Important Notice Regarding Exam Integrity

Any candidate found engaging in dishonest behavior during the exam will have their exam immediately terminated. This includes, but is not limited to:

→ The use of external tools, such as ChatGPT or other AI applications.
→ Recording the exam or taking screenshots of exam questions.

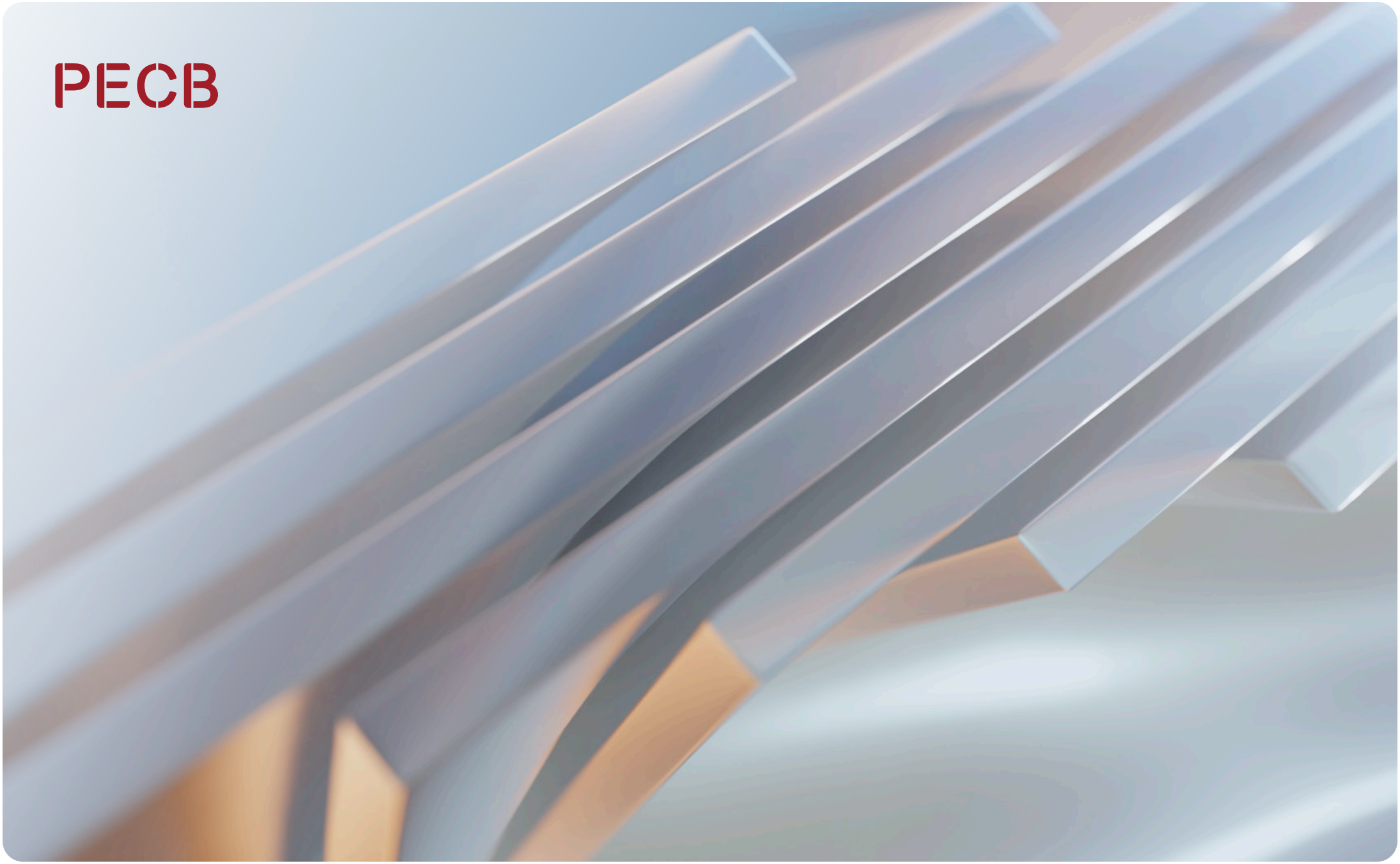
The invigilator has the authority to terminate the exam without prior notice if any of these actions are detected.
Additionally, regardless of whether the candidate is sitting for their first attempt, they will not be granted a second attempt, even if such a reattempt is offered free of charge.

Other rules:

→ The examinee's screen will be shared with the remote invigilator during the exam.
→ Examinees will be able to start the exam at the exact start time; once the exam session starts, the time will start counting down.
→ Reading the exam aloud is prohibited
→ If examinees are out of the room or appear offline (internet connection loss) for more than ten (10) minutes, their examination will be terminated. During this time, the remote invigilator will try to contact the examinee via chat. In case the examinee does not respond, the invigilator will terminate the exam. The examinee will be contacted by the PECB Examination Department within 48 business hours after the termination to finalize the examination process.
→ In an emergency, examinees must follow the instructions given by the invigilator.
→ 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
→ The room/environment in which the examinees will be taking the exam must be clutter-free.
→ The setup must be clutter-free and must consist of only one computer, one monitor, one keyboard, and one mouse.
→ The examinee is entitled to a 5-minute restroom break once.

If additional assistance is needed in preparing for a PECB online exam, please do not hesitate to contact us at online.exams@pecb.com, drop a ticket PECB Help Center – How Can We Help You? Or contact us through the chat support.

Examinees can also use the same email address online.exams@pecb.com to provide feedback. PECB appreciates the contribution of examinees and is committed to making their online examination journey as smooth and effective as possible.



If you need further assistance, please contact the PECB Customer Service department at support@pecb.com or drop a service Ticket at our Help Center.