

PECB Online Examinee Guide

PECB



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Purpose

The purpose of this manual is to inform examinees on the rules and requirements when taking an online exam through PECB Exams application.

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 PECB Account first. The account is needed not only for enrolling in an event but also for completing the online examination profile and scheduling the online exam.

How to open a PECB 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 (including examination profile creation and exam scheduling process).

2. Examination Profile

The Examination Profile serves the purpose of identifying the examinee before entering the online exam session. The Online Exams Invigilator will compare the examination profile with the live camera feed they get from the examinee's end through the webcam. If the identity matches with the examination profile, the examinee will be accepted in the session and can start the exam.

How to submit your PECB examination profile:

1. Login to [myPECB Dashboard](#)
2. Click the Examination Profile tab
3. Capture the required pictures following the guidelines set on the right side
4. Let us know if English is your native language and provide an emergency contact number
5. Click the Submit button

The IDs accepted for the Examination Profile are listed below:

#	Accepted Governmental ID	Accepted Non-Governmental ID
1	Passport	Employee Identification Card
2	National ID	Student Identification Card
3	Driver's License	Professional Membership Card
4	Other Governmental issued ID	Retail Membership Card
5	-	Wholesale Membership Card
6	-	Other Membership Card with your frontal picture

The ID should only show the examinees' front profile picture and the full name. If the ID shows more information than requested, the examination profile application will be rejected. Please re-submit it with the requested changes.

3. Scheduling an Online Exam

Examinees can choose to take the certification exam through our online examination platform. All examinees 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 the exam is passed successfully.

How to schedule an online exam:

1. Login to **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. An email with a link to download the PECB Exams application will be sent as a confirmation for your schedule

4. PECB Exams Application Technical Requirements

PECB Exams application is available on both **Windows (7, 8, and 10)** and **MAC OS X** operating systems.

NOTE: When using MAC OS operating system, if you cannot launch PECB Exams application, please check the instructions [here](#).

There are specifications when examinee uses Personal or Work Device.

4.1 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.

4.2 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 applications that allows remote access to the device, such as Anydesk, Teamviewer.

4.3 When to contact your Internet Service Provider (ISP)?

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

Protocol	Receiving Port	Way	Remote Host
TCP	12345, 12346	Out	34.195.201.189, 34.194.156.156
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 that block PECB Exams application from using the above-mentioned ports:

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

Examinees using these ISPs are suggested to contact them and provide with the ports TCP and UDP (see table 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 and MAC OSX:

- ✓ 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**

The PECB Exams application is portable that requires no installation/uninstallation. To remove the application from your computer, simply delete the downloaded copy from your computer. We recommend you keep the application until the exam results have been communicated to you via email from PECB.

5. Webcam

A webcam with a built-in microphone is a mandatory requirement for taking a PECB online exam. Without a webcam 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.*

6. Online Exams Invigilator (Remote Invigilator)

The Online Exams Invigilator will be invigilating at all times. First, the invigilator will complete the identification process by comparing the examination profile with the live video feed. 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.

IMPORTANT *As a last resource, if the technical requirements cannot be met due to candidates' technical restrictions, the examination team will offer the possibility to organize a paper-based exam to complete the examination process.*

7. 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 page 7-9)
- ✓ It is highly recommended to login to the PECB Exams application maximum 30 minutes prior to the exam start time.
- ✓ You are obliged to show the testing environment by rotating the webcam at 360 degrees
- ✓ You need to have an external, stand-alone webcam if you are using a desktop computer
- ✓ You 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
- ✓ Your 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
- ✓ You 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
- ✓ You 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.
- ✓ You are not allowed to use dual monitors
- ✓ Video and audio devices must be enabled and running
- ✓ You must not willingly receive any kind of communication from any person during the exam
- ✓ Reading the exam aloud is prohibited
- ✓ You 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 you 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 Exams 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
- ✓ You 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

8. 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 our Customer Service team at customer@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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