



Candidate Guidelines Online Exams with live Invigilation

A step-by-step Guide on how to take a LANGUAGECERT Online Exam

macOS

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Version 8.0

Public

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8.0	09/09/2024	<ul style="list-style-type: none"> – Updates regarding 2nd camera feature for LANGUAGECERT Academic – Update in Section 2 Checking your Computer's System Requirements – 2024 Rebranding
7.0	31/07/2023	Updates in Sections 2 System Requirements, 3 Exam Preparation and 5 ExamShield Installation
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1.1	17/06/2019	Minor content corrections
1.0	13/05/2019	Initial version

1 Introduction

This document provides important information to prepare for and take your Online Proctored exam. Please read the information thoroughly **at least three days before your exam day** so you are well prepared. If you require any support, please contact our Customer Service Team at customerservice@peoplecert.org

2 Checking your Computer's System Requirements

2.1 Before your exam day you must check your computer meets the following system requirements:

Operating System: macOS Mojave (10.14), macOS Catalina (10.15), macOS Big Sur (11), macOS Monterey (12), macOS Ventura (13) or macOS Sonoma (14).

- Dual-core 2.4GHz CPU or faster with 4GB of RAM.
- **Active** Full-Time/Broadband internet connection of at least **4Mbps**.
- 16-bit **monitor** (at least 15") with screen resolution 1024 x 768 or higher.
- **A keyboard and mouse** or another pointing device (keyboard to be set to English characters).
- A wired headset **with a built-in microphone is mandatory** for all LANGUAGECERT exams. Wireless headsets or headsets without a microphone are not allowed.
- You must have a web camera for your computer. This web camera can either be **embedded** in your computer or be an **external** device. Ensure the web camera can rotate **360 degrees**, as you will be asked to perform a full rotation on the exam day. **Mobile phones cannot be used** as a substitute for the web camera on your computer.

Important note if you are taking a LANGUAGECERT Academic exam:

If you have booked a **LANGUAGECERT Academic** exam, you must have a **smartphone** with our **ExamShield Mobile App** installed. During your exam the App will use your smartphone's camera as a **mandatory** second camera. You can download the App from the [Google Play Store](#) or [Apple App Store](#). On your exam day, if you have not installed the App, you will be prompted to download it during self-onboarding. To ensure your mobile phone is compatible make sure that:

- You only use a mobile phone; tablets are not supported.
- You install our ExamShield Mobile App.
- Your iPhone has iOS 16.5 or higher, or your Android phone has Android 10 or higher.
- Your mobile phone's battery health can support the full length of your exam, and its camera is functional.
- If you intend to use a work phone for your exam, be aware that work phones often have restrictions that could affect the app and prevent a successful exam experience. If you use a work phone, ensure your organisation's IT support department is available on your exam day to help with camera and microphone access if needed.
- If you are using a personal phone turn off Microsoft's Company Portal, as it might interfere with the App.

How to prepare your computer for your exam and prevent technical issues:

If your computer does not meet the below specification and requirements and if you contact us up to 72 hours before your exam, we can reschedule your exam at no charge enabling you more time to prepare. On your exam day, if the computer you use does not meet the below requirements, we may need to close the exam session and reschedule your exam with a fee.

Do not use a work computer. Many work computers have restrictions that are likely to affect your exam performance. Instead, we recommend using a personal computer.

- You must use a computer that has the following specification or higher:
 - MacOS Mojave (10.14), MacOS Catalina (10.15), MacOS Big Sur (11), MacOS Monterey (12), MacOS Ventura(13) or MacOS Sonoma(14)
 - Dual-core **2.4GHz** CPU or faster with **4GB** of RAM
- Unless your IT department can help you with this before your exam **and be available to assist you on your exam day**:
 - Do not take your exam at work or elsewhere on a work computer or personal computer if you are using your office network and your office network requires a firewall or VPN to use your computer
- Download the ExamShield software onto your computer **at least 24 hours before your exam**. If you have used ExamShield before, uninstall the old version from your computer and install the new version to avoid any issues. **Refer to Section 5 for more information regarding ExamShield installation.**
- Connect to ExamShield **at least 24 hours before your exam** to carry out a compatibility check. This helps to identify any issues and address them with you in plenty of time before your exam. **When you carry out this check you must:**
 - Use the same computer you will use on your exam day
 - Use the same computer set up (camera, headset, screen etc.) and network (wifi/lan) that you will use on your exam day
 - Complete the compatibility check in the same room where you will take your exam
- **Repeat the compatibility check described above approximately 2 hours before your scheduled exam time.** We strongly encourage you to do this in case there are any Operating System (OS) updates to your computer since your first compatibility check. Sometimes OS updates can alter a computer's configuration, so it is best to check before your exam in case you need technical assistance from us.
- You can also read our [5 Steps to Success](#) as a short reminder of what to have ready for your exam day.

If the compatibility check identifies any issues, or you experience technical issues on your exam day or have questions, our technical support team is here to help. You can reach us 24/7/365 via our support channels [here](#).

3 Preparing for your Exam Day

Your Identification Document (ID):

On your exam day you will need to show your ID to the proctor who will verify it. The ID you use on your exam day must be the same ID you used to book your exam. Your ID must be valid and meet the **criteria** set out below.

If the first and last names on your ID do not **exactly** match the name you used to book your exam, you will not be allowed to test, and no refund will be provided.

If you do not present a valid and acceptable ID, or if there is a name mismatch, this may result in the exam session being terminated with no refund. In such cases, you can re-book the exam using our standard booking process.

Your ID must meet the following criteria:

Please note that electronic IDs will not be accepted.

- Be current and valid – ID containing dates that have expired are not allowed.
- Be an original, not a photocopy.
- Include a recognizable photo of you
- Match the information you gave when you booked your online exam
- Be a government-issued national/state/province identity card that is recognized by the country in which you are a citizen or permanent resident
- Contain your full date of birth
- Contain your First/Middle Name(s) and Last Name in English (Latin) characters
- ID not written in English-language (Latin Characters) will only be accepted if you have booked your exam selecting a proctor in your native language. Please refer to [PeopleCert's ID Policy](#) for full detail.
- If you have booked to take a **LANGUAGECERT Academic** test, please ensure you have a valid **Passport** to be eligible to take the test. Test takers with no passport or a passport that has expired will not be allowed to take the test.

If the ID you are using to register for your online exam is acceptable but NOT written in English-language letters (Latin Characters), then as part of booking your exam you must pick the correct proctor language to match your own native language (*When available). For example, if your native language is Chinese and you are using an ID that is NOT written in English-language letters (Latin Characters) but instead, is written in Chinese characters, then you must select your 'Proctor's language' preference to Chinese. When booking your exam if the 'Proctor's language' or your language is not available as an option, you must follow Steps 1 and 2 below:

- Step 1: **At least 48 hours** before your exam upload a clear image of your ID to your candidate profile so we can validate your ID before your exam day.
- Step 2: Email us at customerservice@peoplecert.org with the subject line "ID Validation Request" and provide us with your:
 - Full Name
 - Candidate ID
 - Date of Birth

- Exam Date and Time
- Country of Origin.

Once we receive your email, we will validate your ID. If the validation is successful, we will confirm this to you, and you can proceed with your scheduled exam. If we cannot successfully validate your ID, we will contact you to reschedule your exam, allowing you more time to obtain the necessary documentation for ID validation.

**Proctor languages are available for a limited range of languages as shown in the language options of the exam booking system.*

Candidate below 16 years old

Candidates below 16 years old must be supported by a Legal Guardian during exam onboarding. The guardian must provide their ID, per our ID requirements and provide their consent for the exam to be recorded, per PeopleCert's Privacy Policy and Terms of Use.

Before the exam, you must:

- Add your mobile/cell phone number (including country code) to your Candidate Profile. This will help us contact you on your exam day if you experience any difficulties
- Disable any Virtualization Software such as VMware, Virtual PC, Virtual Box or Sandbox during this exam. For exam security reasons, ExamShield cannot run through any virtualization software. You should also close any applications that might affect the exam process, such as web browsers, chat, desktop, sharing and mail client applications.
- Prepare your exam environment to meet the security requirements described in **Section 5** of this document.
- Read and follow the ExamShield and Examshield Mobile App (if you are taking a LANGUAGECERT Academic exam) Instructions detailed in **Section 5** of this document. **Please note:**
 - If you are using a work computer and/or do not have administration rights to the computer, please consult your IT department **before** installation of our ExamShield software
 - If you experience difficulties installing or executing ExamShield, please add ExamShield to your Antivirus and Firewall **whitelist** and repeat the installation steps. Consult your Antivirus/Firewall vendor on how to do this as administration rights to the computer will be needed
 - Corporate networks and/or VPN access may impact service delivery of your exam. We advise you to consult your IT department before your exam day if you have corporate network and/or VPN access
 - If you try to use an older version of ExamShield that is already installed on your computer, an error will appear prompting you to update to the latest version.

Newer ExamShield available (Code:20108)

"Old ExamShield version detected"

TroubleShooting

Get the latest ExamShield version from the link provided in your e-mail regarding exam information with PeopleCert Online Proctoring

4 Security Requirements

4.1 When preparing for the exam, you must ensure:

- You have the **same, valid** photo ID you used to register and book your exam
- You have another form of photo ID available and to hand in case additional ID verification is needed on your exam day
- For LANGUAGECERT Academic exams that your mobile/cell phone remains switched on and **set to silent**. Make sure your mobile is fully charged, that the phone's camera is functional and connected to your internet network for the duration of the exam.
- You do not have access to any **unauthorised** items, including unauthorised:
 - Notes, manuals, whiteboards etc.
 - Technology. This includes additional headphones, smartwatches, screen(s), monitor(s), keyboard(s), camera(s), projector(s) or projected images/words
- You are prepared to complete the exam on your own, without assistance from a third party.

4.2 The room you use to take your exam meets the following criteria:

- There is only one doorway for access in and out of the room which is visible through your computer and mobile phone cameras (if applicable) throughout the exam
- The room is private, with no transparent walls (i.e., glass walls, indoor windows etc.)
- There is no background noise, and you will be alone in the room
- The walls and desk/table(s) are clear of unnecessary and/or unauthorised items (e.g., posters, post-it notes, papers and books)
- Where note paper or other resources are allowed, you can and should have this available on your desk for your exam. You must show these items to your proctor on request, so they can ensure there is nothing on them that could provide an unfair advantage
- No screens are in the room or visible (other than the computer screen which you will use to take the exam)
- There is adequate light so the proctor can always see you clearly. Light should not be directed toward the web camera.

4.3 The computer/laptop and technology you are using for your exam meet the following criteria:

- Your computer's web camera is clean and free from obstruction
- You can rotate your web camera 360 degrees, low and high, to show **all areas of your room**, including under the desk, the desk surface and any other areas that may pose a risk to exam security
- There must be no secondary monitors, smart accessories and/or devices connected to your computer or accessible
- Your computer sound settings are set to **Speakers and Microphones**.
- Your computer screen and web camera are positioned so that you and the doorway of the room are fully visible to the proctor through the web camera

- You are seated comfortably and can maintain the same position, in full view of the proctor, throughout the exam.

4.4 The mobile phone you are using for your exam must meet the following criteria:

Please note that mobile phones are only required for LANGUAGECERT Academic exams.

- Have an object available (e.g. small table, chair or similar support) to secure your mobile phone position as per your proctor's instruction (only required for LANGUAGECERT Academic exams). Your proctor will guide you where to place your mobile phone depending on what needs to be captured during the exam.
- Make sure you can rotate your mobile phone camera 360 degrees, low and high, to show **all areas of your room**, including under the desk, the desk surface and any other areas that may pose a risk to exam security.
- We recommend your phone is fully charged before starting with a minimum 70% battery available. If your phone is not fully charged, you will need to keep it plugged in during the test, which might make positioning more challenging.

4.5 Security Checks

During the exam onboarding your Proctor will complete a range of security checks. Your exam will not start until your proctor is satisfied the exam regulations can be met. The security checks may include (this is not an exhaustive list):

- Verification of your identity, including showing your ID via your web camera
- A full 360-degree scan of your room, including detailed views under the desk and above/below/inside areas of the room that may pose a risk to exam security.
- A request to show your computer monitor using with your mobile/cell-phone camera or a mirror.
- Requests to move or remove items that may pose a security risk.
- Candidate security checks such as:
 - A close-up view of your sleeves, eyeglasses, ears and/or hair. This is necessary to ensure there are no concealed, unauthorised devices that may pose a risk or threat to the security of the exam. Please note, you may be asked to remove any headwear for long enough to verify the absence of any unauthorised devices. If you require a female proctor to carry out this security check you must contact us via email at customerservice@peoplecert.org **at least three business days before** your exam. If you want to request a reasonable adjustment, please refer to our **Reasonable Adjustment Policy** which can be accessed via LANGUAGECERT's website under the 'Support' section. The policy details the process you will need to follow and timeframes you need to allow for a reasonable adjustment request.

Security checks may be repeated in the exam. This may be because the proctor has observed something that could compromise the security or integrity of the exam. You must comply with all security check requests in a reasonable and timely manner.

Your exam session will be recorded and retained in accordance with our [Privacy Policy](https://www.peoplecert.org/terms-of-service-and-privacy-policy)

How we deal with non-compliance with our exam rules:

For minor infringements your proctor will notify you of the action required. If you do not take timely action, or there is a significant risk to the exam integrity, your exam will be suspended, and the session terminated. Your exam may also be sent for post-exam security review. Depending on the nature of the review and its outcomes there may be:

- A delay in the release of your results, pending satisfactory conclusion of the review.
- A requirement to re-sit the exam under the correct exam conditions.
- Annulment of exam results.
- Deactivation of LANGUAGECERT Profile.

All reviews/investigations are completed in line with our Malpractice Policy. Any actions applied by us following a post-exam security review will be proportionate to any non-compliance identified. We will keep you informed of the progress and final outcomes. Should a candidate disagree with any final outcome decision they can appeal following the process set out in our Appeals Policy (available on our website).

5 Software Installation

Up to 24 Hours prior to the exam

Step 1: Install the ExamShield

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

Click on the link included in the LANGUAGECERT registration email and login to your LANGUAGECERT profile.

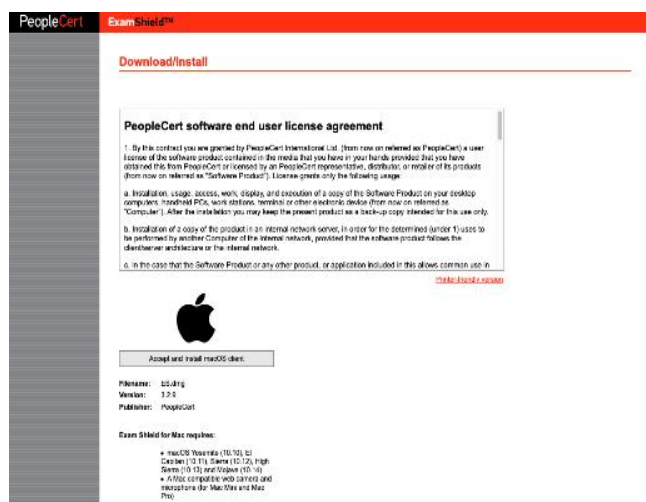
Note: If the “download” option is not activated, make sure that you click on “check in” first.

Double Click on ES.dmg file in the default Downloads folder (or from the location you selected before the download) to open it

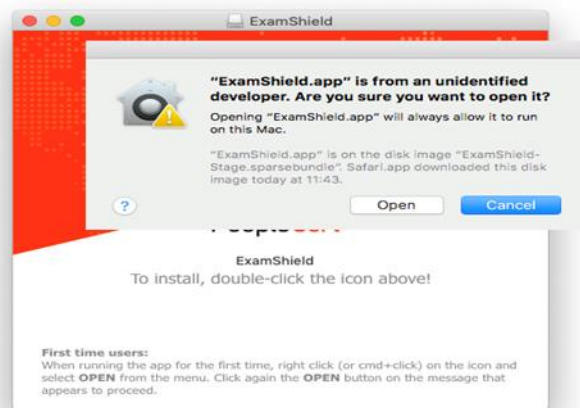
The .dmg file contains the ExamShield application icon. Do not copy this file in the Applications folder or any other folder, as you won't be able to launch ExamShield outside the .dmg.

Double click on the ExamShield icon to run the application.

If you see the message on the right, click on Open.



A new dialogue will appear, allowing you to open the application.



Once installation is completed and select “Open”, a new window will appear. Please log in using the username and password of your LANGUAGECERT profile.

If you used Facebook, LinkedIn or Google sign-in to register to your profile, please click on the relevant icon to login.

If you would like to run ExamShield in another language, please click on the flag in the bottom right corner of the screen.

A countdown timer to your exam will appear under your exam credentials.

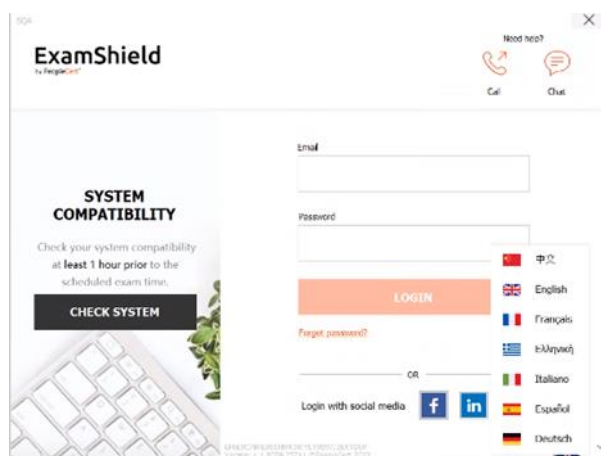
The “Call” button will re-direct you to the phone number that you can contact PeopleCert Customer Support on.

The “Chat” button will re-direct you to the chat that you can contact PeopleCert Customer Support.

Click “CHECK SYSTEM” to confirm your system meets the ExamShield requirements. Do this at least 1 hour prior to the scheduled exam time, to avoid last minute technical issues.

Compatibility test consists of 4 parts which are:

- System integrity
- Audio
- Camera
- Internet connection



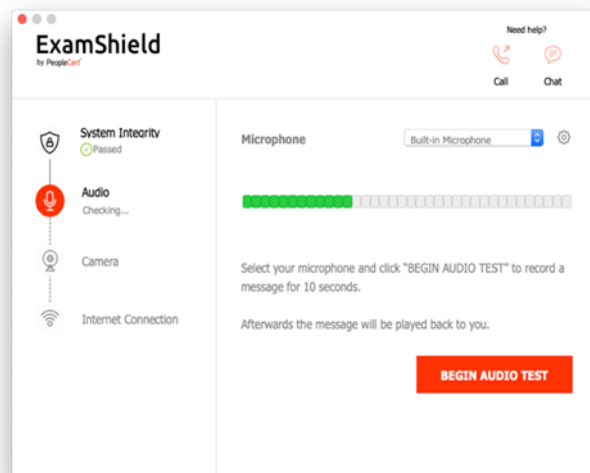
System integrity

System Integrity checks the compliance of your Operating System with the ExamShield application requirements, such as the OS version and free disk space amongst others.

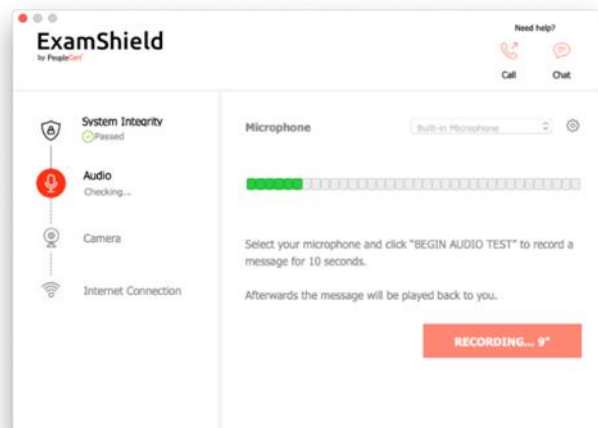


Audio

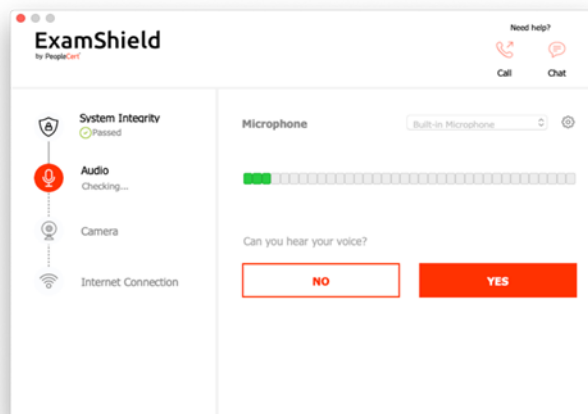
To check audio, select “*BEGIN AUDIO TEST*”.



Your microphone will be recorded for 10 seconds.



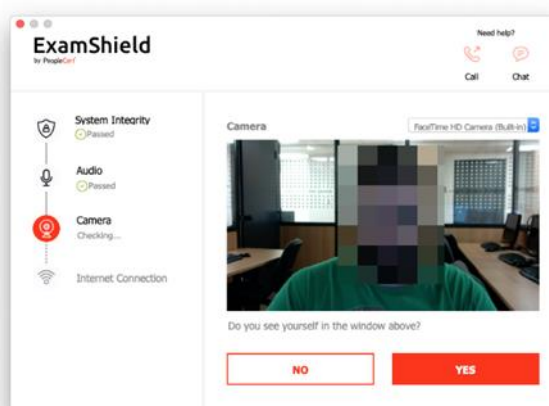
ExamShield will playback the recording. If you can hear your voice, select “YES” to proceed to next checks. If “NO”, begin audio test again.



Camera

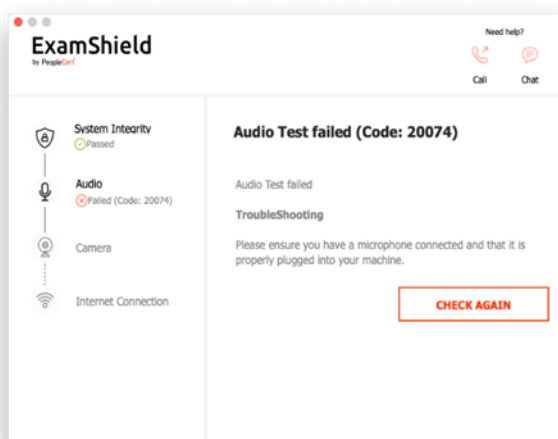
To check that your camera is functional, you will be asked to see if you can see yourself in a specific panel. You can edit setting of your camera by selecting the button next to Camera dropdown menu.

After completing each check, a message informs you if the check has “Passed” or “Failed” or a “Warning” is raised.



In case of “Failed”, detailed error information and possible workarounds will be provided.

Click “CHECK AGAIN” to retry.

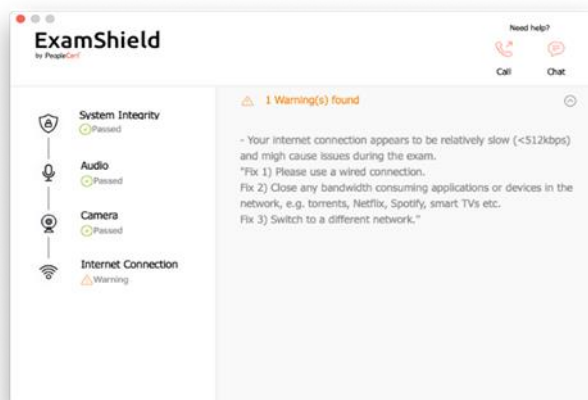


In case of a “*Warning*” message, click on the arrow on the right of the warning to view more details.

Please note that a “Warning” will not prevent you from taking the exam. It is a suggestion to ensure optimal exam experience.

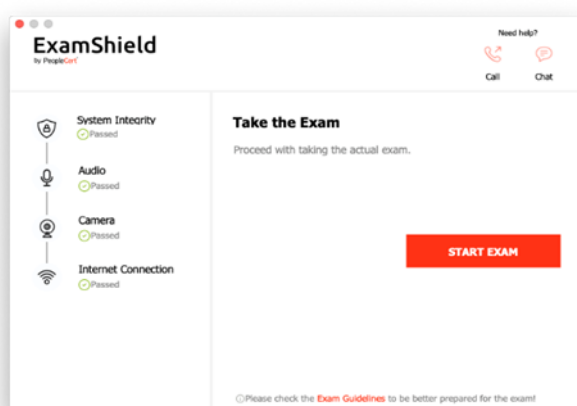
Internet Connection

During the Internet Connection testing you will be asked to record a 10 second video and subsequently upload it.



After a successful check of each step, you will be able to “START EXAM” if the scheduled exam start time is in less than 10 minutes.

Otherwise, you are suggested to terminate the application and launch it again 10 minutes prior to your scheduled exam time.



By clicking on **Exam guidelines** link on the bottom of the screen, you will be informed about all appropriate information to run your online Proctored exam.



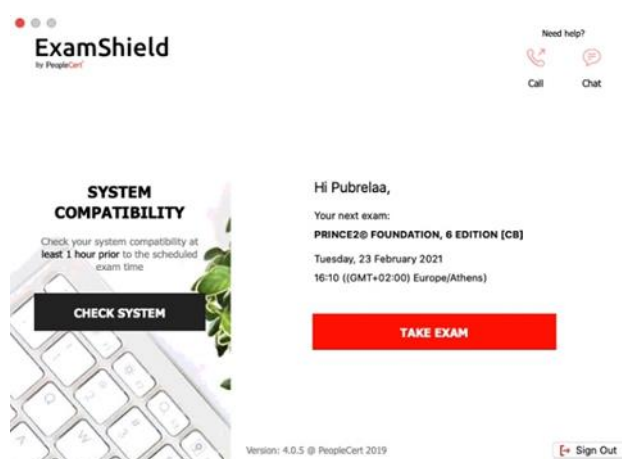
30 Minutes prior to the exam

For LC Academic exams:

1. We recommend your phone is fully charged before starting with a minimum 70% battery available. If your phone is not fully charged, you will need to keep it plugged in during the test, which might make positioning more challenging.
2. Activate "Silent" mode to avoid calls or notifications during the test.
3. Open the ExamShield Mobile App on your mobile phone and follow the instructions until prompted to set up your phone.
4. Use your phone to scan the QR code displayed on your computer screen.
5. Grant the App access to your phone's camera.
6. Place your phone against a sturdy object, such as a filled water bottle or a mug, to the left or right of your computer.
7. Position your phone about 30-40 cm from your computer to capture both the screen and keyboard. For security purposes your proctor will guide where to place your phone and may ask you to adjust angles or views of the room.

Step 2: Log in to ExamShield

Double click the ExamShield icon from your desktop and **click "TAKE EXAM"** to login.



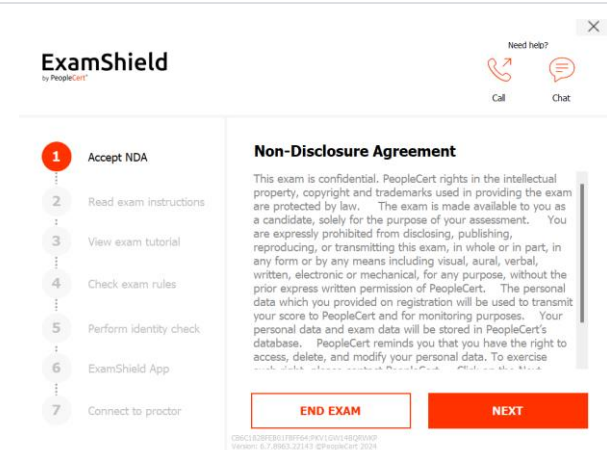
Step 3: Self-onboarding

An intuitive wizard will guide you to connect to your Proctor and start your exam.

1. Accept NDA

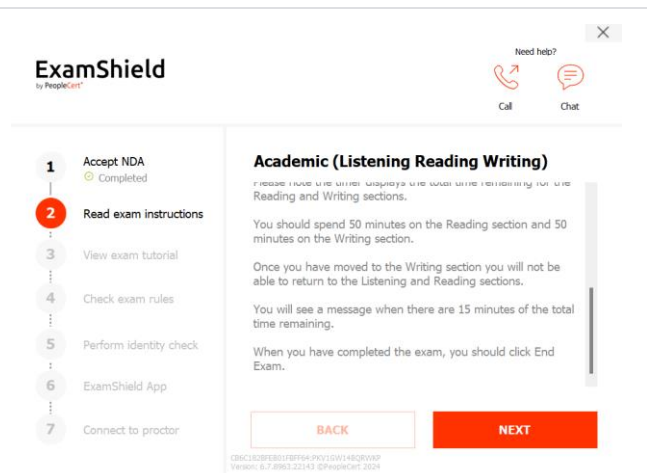
Click **"Next"** to accept the Non-Disclosure Agreement and Terms of Use.

Click **"End Exam"** if you do not accept the terms and want to end the test. You cannot continue unless you accept the terms of use.



2. Read exam instructions

Read the information carefully before you proceed to the next step.

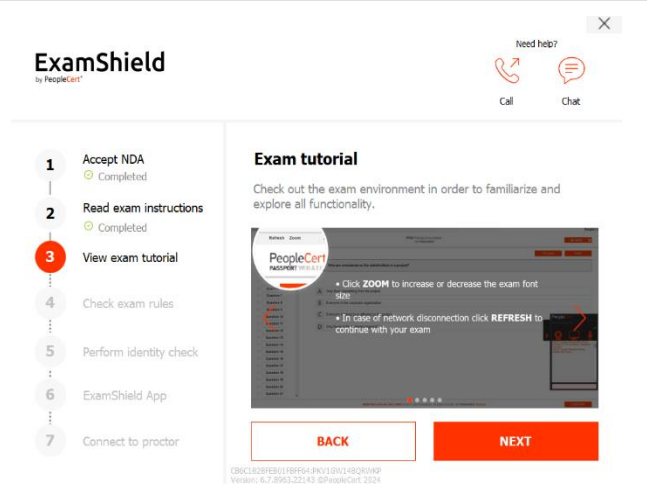


3. View Exam Tutorial

A quick tutorial will help you familiarise with the exam environment. You will learn how to:

- Navigate questions.
- Flag a question.
- End an exam.
- Zoom in or zoom out the exam environment.
- How to refresh and login in case of a network disconnection.
- Communicate with your Proctor through chat.

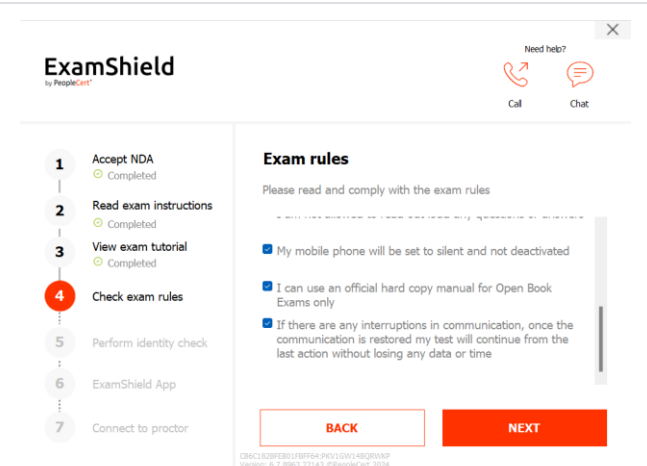
To navigate through the tutorial, please use the orange arrows at the right and left side of the grey area.



4. Check exam rules

Check all the rules confirming that you have read and approved all of them.

(ensure you scroll down with the bar).

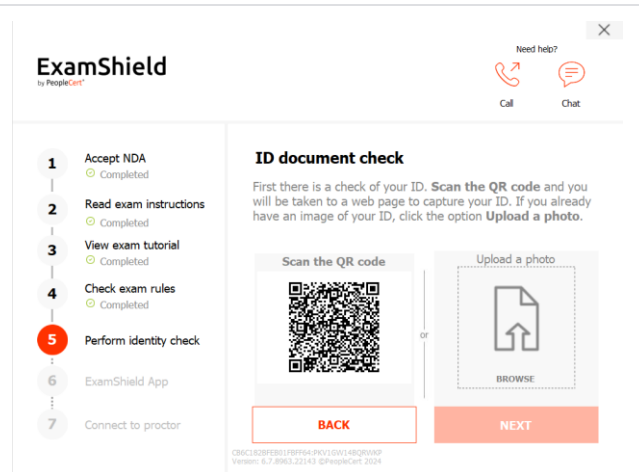


5. Scan your ID

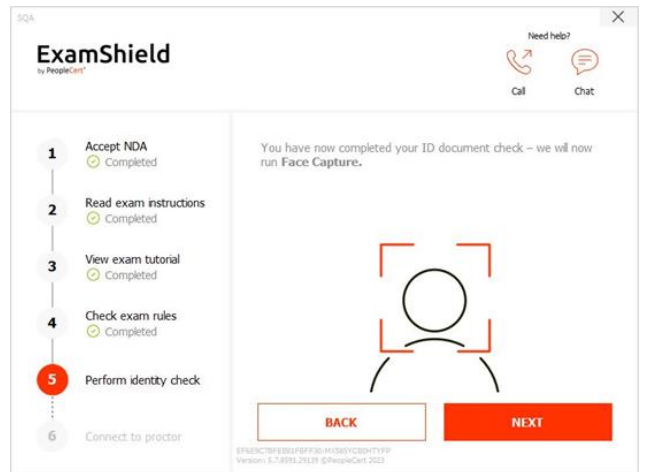
Upload or take a picture of your ID Document so that PeopleCert can verify your personal information.

Select “**BROWSE**” to upload a picture of your ID. Or scan the QR code to initiate the process through your mobile device.

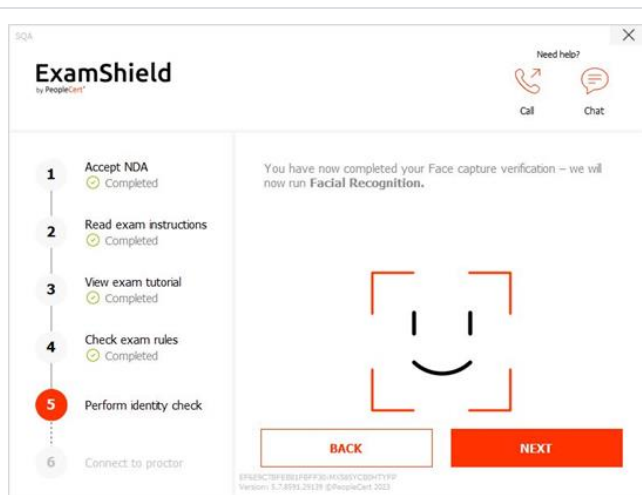
In case you prefer to capture your ID via your mobile phone – scan the QR code and follow the given instructions. Your device should be equipped with a functional camera and a QR code reader.



Once completed you will be prompted to perform a Face Capture.

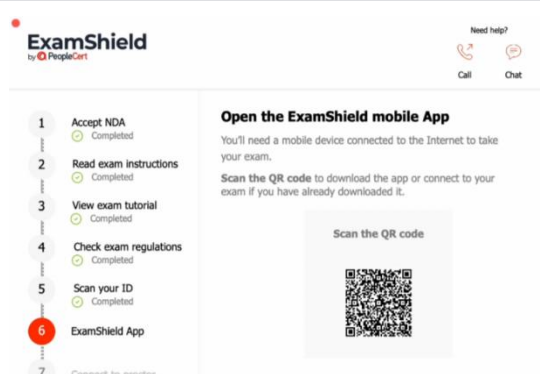


Lastly, you will be asked to go through the Facial Recognition process.



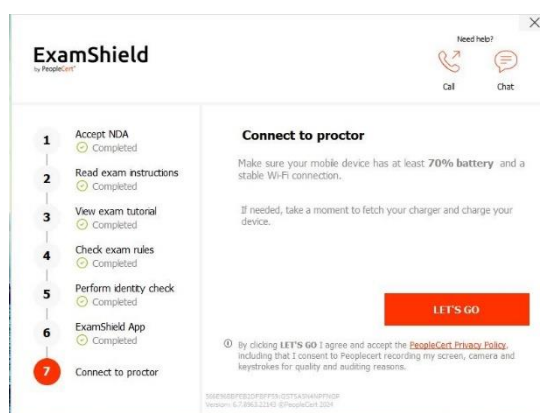
6. ExamShield Mobile App (applies only to LANGUAGECER Academic modules)

Once you complete the above steps, use your mobile phone to Scan the QR Code to download the application or connect your mobile device with the Exam. (if applicable)

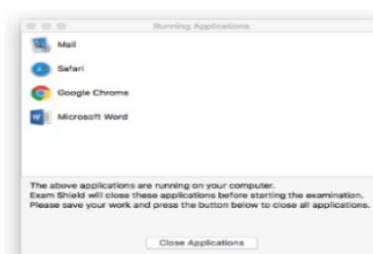


7. Connect to Proctor

Once you complete the above steps, click 'LET'S GO' to connect with your proctor. By clicking 'LET'S GO' you consent to PeopleCert recording your screen, camera and keystrokes for quality and auditing reasons.

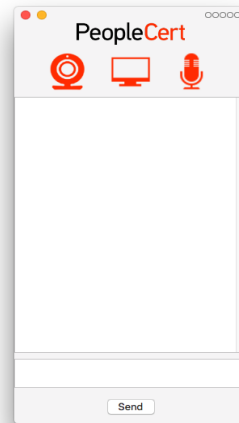


Make sure all applications are closed before logging in. **If any applications are open**, ExamShield will notify you that they need to close. Click on Close Applications. If an application doesn't close automatically, check the application, save your work and close it manually.

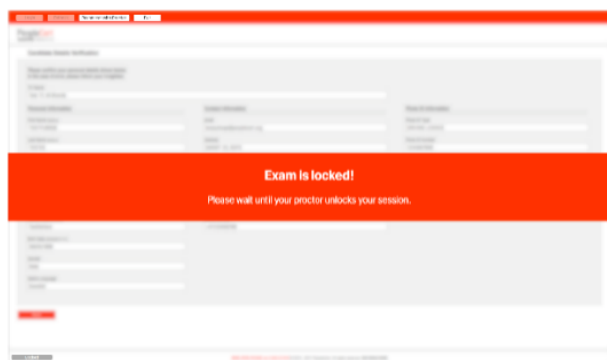


Once logged in, the following control panel will open:

Many2Many control panel on the right, indicating you have successfully joined the session. You can minimise the control panel by clicking on the red arrow button.



You will not be able to start until your online Proctor unlocks your exam.



Step 4: Your online Proctor joins the session

Please Note: For the Speaking exam, the Interlocutor will assume the role of the Proctor.

You will be instructed to:

- Check your audio and video performance.
- Complete the required security checks.
- Confirm your personal details. If any of the information is incorrect, please inform your online Proctor.
- Have your picture taken. This picture will appear on your Statement of Results, for Universities and other stakeholders to confirm your identity.
- **Your online Proctor will let you know when you are set to begin your exam!**

Click Next to continue only when prompted by your Proctor.

Please note:

- A proctor will be monitoring live the overall exam and be available throughout your exam session in case you need any help.
- You must have your microphone on throughout the session.
- In case of communication loss during the exam, the Online Proctor will stop the process. Once the connection is re-established, you will be able to continue your exam using your remaining exam time.

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