



# Candidate Guidelines

## Online Exams with live Invigilation

A step by step Guide on how to take a  
LanguageCert Online Exam

macOS

## 1. System Requirements

**Ensure that your computer meets the following system requirements:**

- macOS Yosemite (10.10), El Capitan (10.11), Sierra (10.12), High Sierra (10.13), Mojave (10.14) or Catalina (10.15)
- Active Full-Time/Broadband internet connection of at least 4Mbps
- 16-bit monitor (at least 15") with screen resolution 1024 x 768 or higher
- Keyboard and mouse or any other pointing device
- Mac compatible web camera and microphone (for Mac Mini and Mac Pro). Make sure you can rotate your device when asked by the proctor
- Headsets with Microphone

## 2. Exam Preparation

**Before you take the exam, you need to:**

- **Have a valid Government issued Identification Document** including a photograph and date of birth in English characters, such as a National ID card, Passport, driving license, military card or social security card, as your online proctor will need to verify your ID before you begin your exam.
- **Disable any Virtualization Software** such as VMware, Virtual PC, Virtual Box or Sandbox during the exam. For exam security reasons the 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
- Make sure your mobile number is filled in your Candidate Profile.

**On the day of the exam, please ensure:**

- You have your photo ID available
- You can rotate your webcam 360 degrees
- You are the only person in the room throughout the exam session
- There is no background noise in the room
- There is adequate light in the room, but no direct light towards the web camera
- Your desk is clean, papers, books, dictionaries or notes are not allowed
- Use of blank papers for note-taking are only allowed for the Spoken exam. The proctor/interlocutor will ask you to tear the papers in front of the screen at the end of the test.
- You have available headsets as they are required for the Listening and the Speaking part
- Mobile phones should be set to silent and not deactivated. This way Customer Service can contact you in case of technical issues.

**Please note:**

- Breaks are not allowed during the Exam session.
- Rooms with glass walls are not allowed
- If you experience difficulties in installing or executing ExamShield, please add ExamShield to your Antivirus and Firewall whitelist and repeat the above steps. Please consult your Antivirus/Firewall vendor on how to do this
- Corporate networks might impact the service delivery. You are advised to consult your IT department
- After finishing your exam, you are strongly advised to uninstall ExamShield. If you are planning to take another exam, you will receive a new link with instructions on how to reinstall the ExamShield.

### 3. Exam Shield Installation

Up to 1 Hour prior to the exam

#### Step 1: Install the ExamShield

An email will be sent to you 24hours prior to the exam with a link to download the ExamShield.

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

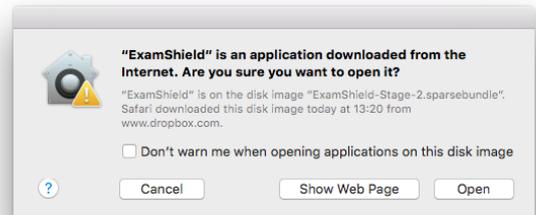
Click on the link included in the PeopleCert registration email and "Accept and Install OSX client" to download the **ExamShield application**.

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

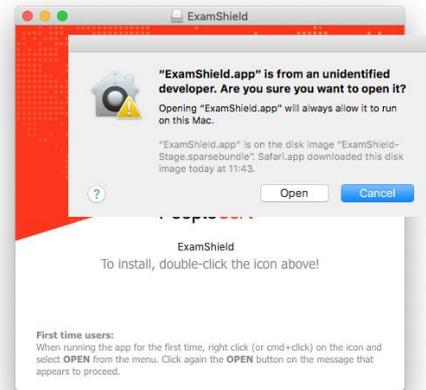
The .dmg file contains the ExamShield application icon. Do not copy this file in the Applications folder or any other folder, as you won't be able to launch ExamShield outside the .dmg.

**Double click** on the Exam Shield icon to run the application.

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

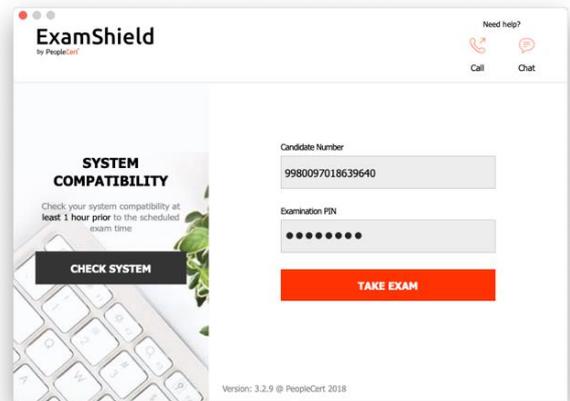


A new dialogue will appear, allowing you to open the application. macOS Sierra will remember this preference and never ask for this confirmation again.



Once installation is completed and select "Open", a new window will appear. Please note that the candidate number and the examination pin are pre-populated.

A countdown timer to your exam will appear under your exam credentials. "Call" button will re-direct you to the phone number that you could contact Customer Support. "Chat" button will re-direct you to the chat that you could contact Customer Support.



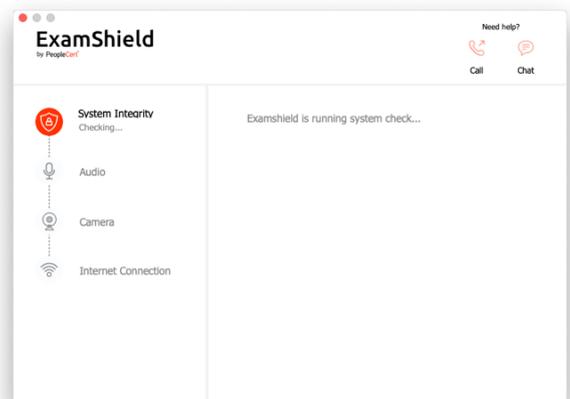
Click "CHECK SYSTEM" to confirm your system meets the Exam Shield requirements. Do this at least 1 hour prior to the scheduled exam time, in order to avoid last minute technical issues.

Compatibility test consists of 4 parts which are:

- System integrity
- Audio
- Camera
- Internet connection

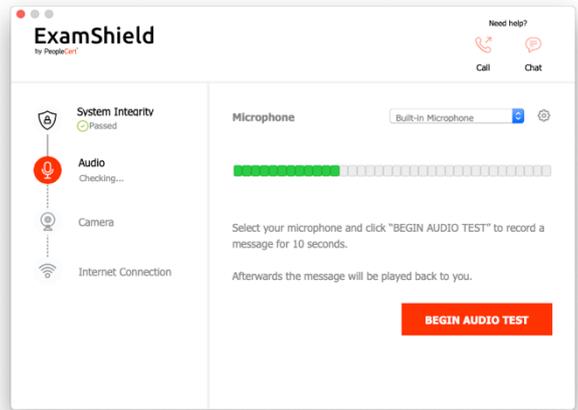
- **System integrity**

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.

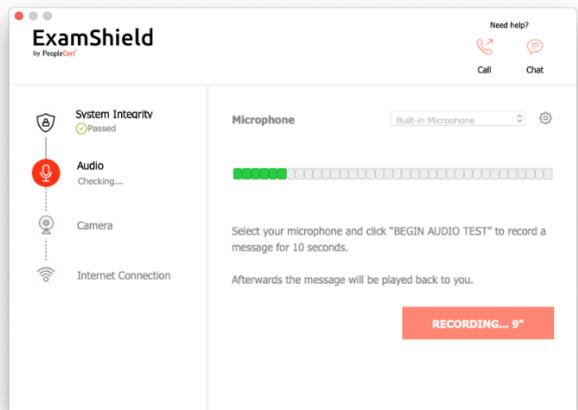


- **Audio**

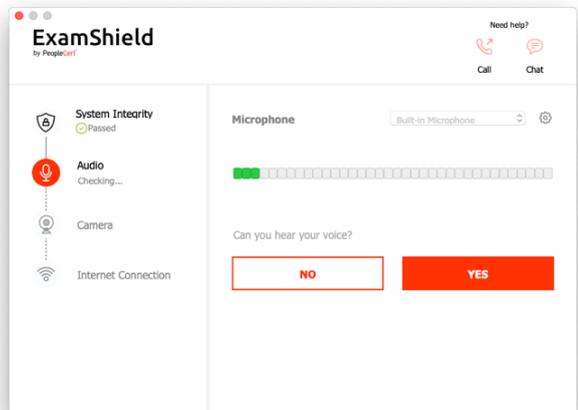
In order to check audio, select "BEGIN AUDIO TEST"



Your microphone will be recorded for the next 10 seconds.

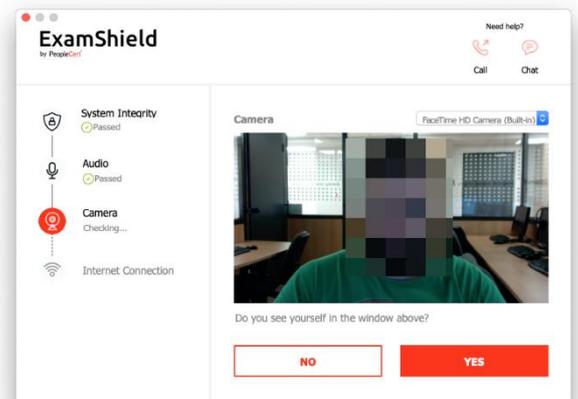


ExamShield will playback the recording. If you can hear your voice, select "YES" to proceed to next checks. If "NO", begin audio test again.



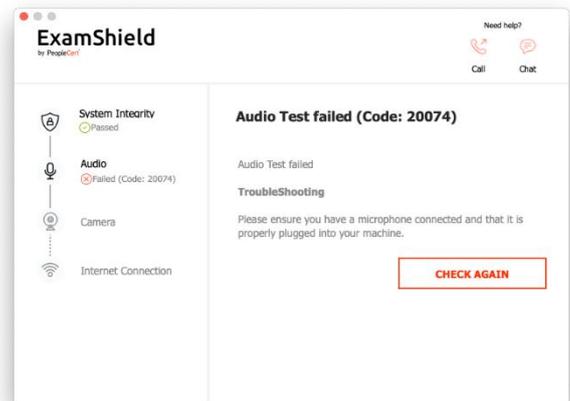
- **Camera**

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

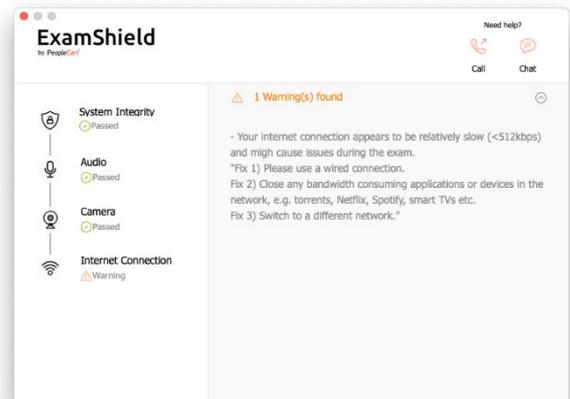


After completing each check, a message informs you if the check has *“Passed”* or *“Failed”* or a *“Warning”* is raised.

In case of *“Failed”*, detailed error information and possible workarounds will be provided.  
Click *“CHECK AGAIN”* to retry.

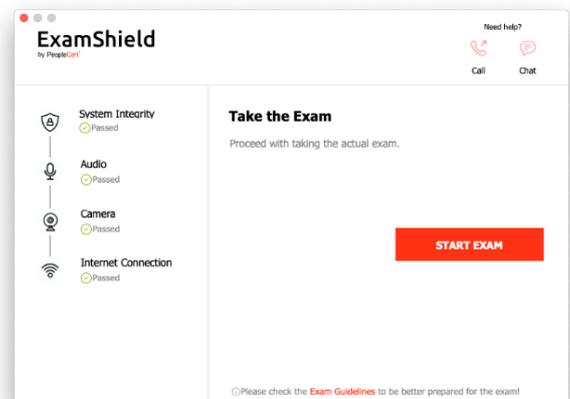


In case of warning, click on the arrow on the right of the warning to view more details

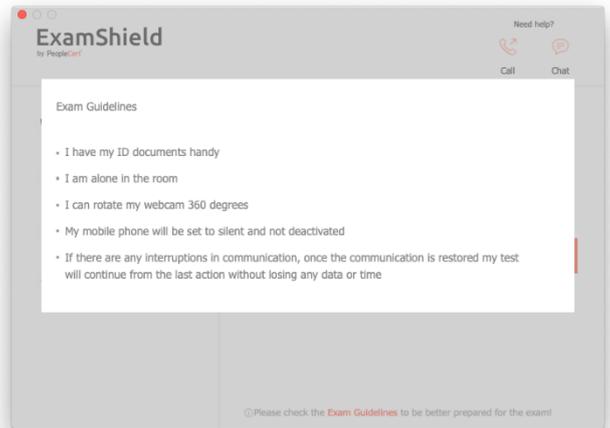


After a successful check of each step, you will be able to *“START EXAM”* if the scheduled exam start time is in less than 10 minutes.

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



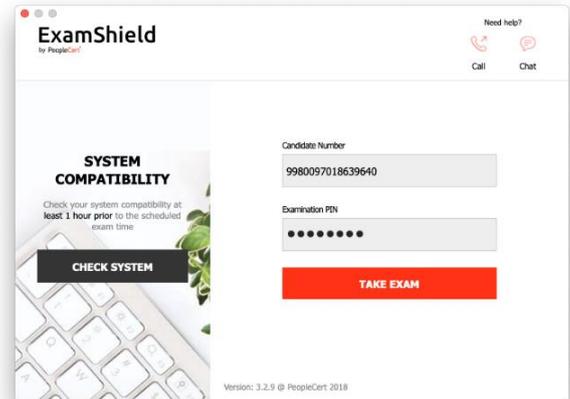
By clicking on **Exam guidelines** link on the bottom of the screen, you will be informed about all appropriate information so as to run your online proctored exam.



**10 Minutes prior to the exam**

**Step 2: Log In to ExamShield**

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



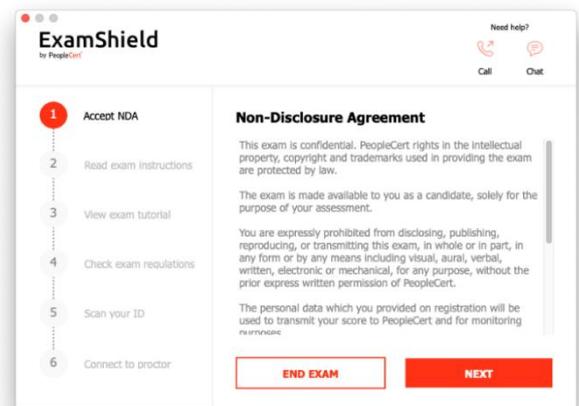
**Step 3: Self-onboarding**

An intuitive wizard will guide you towards connecting to your Proctor and starting your exam.

**1. Accept NDA**

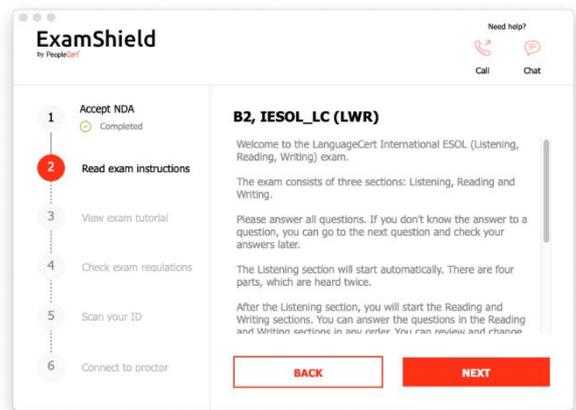
Click **“Next”** to accept the Non-Disclosure Agreement and Terms of Use.

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**

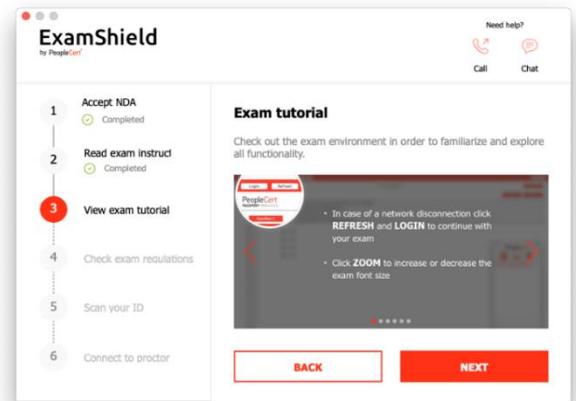
Read the information carefully before you proceed to the next step.



### 3. View Exam Tutorial

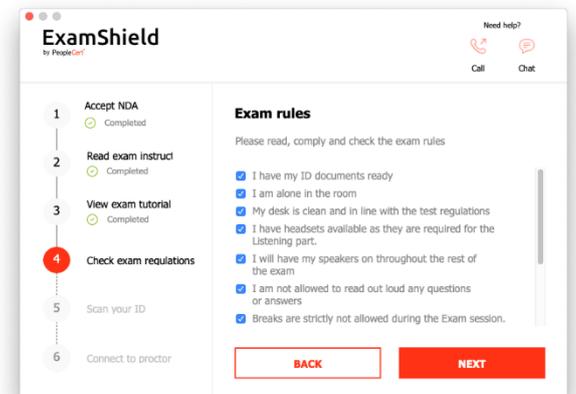
A quick tutorial will help you familiarize with the exam environment. You will learn how to:

- ✓ navigate among 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



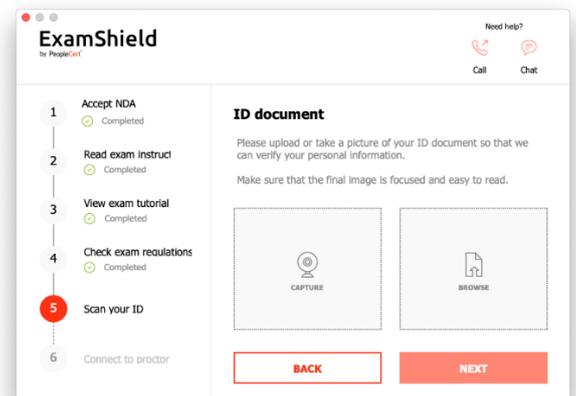
### 4. Check exam rules

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

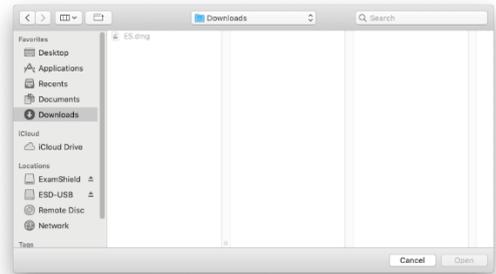


### 5. Scan your ID

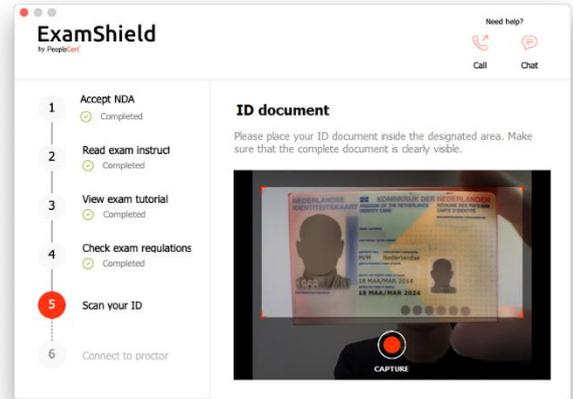
Upload or take a picture of your ID Document so that PeopleCert can verify your personal information.



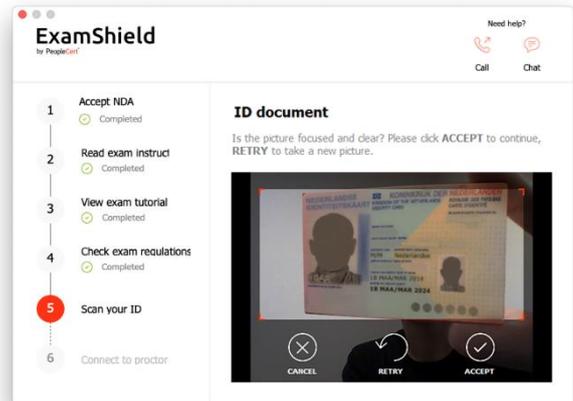
Select **"BROWSE"** in order to upload a picture of your ID.



Select **"CAPTURE"** in order to take a snapshot of your ID. Make sure you get a clear and readable snapshot.

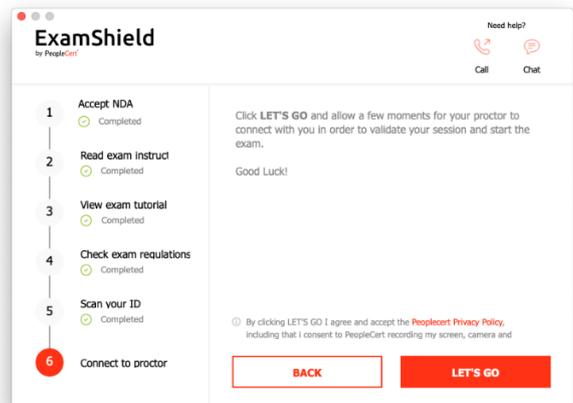


In case of **"CAPTURE"**, you are able to accept the picture or retry to take another one or to cancel it. In case you are unable to get a proper snapshot, feel free to proceed with your best shot and your Proctor will assist you once connected.

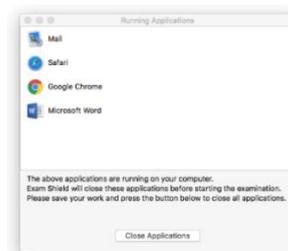


**6. Connect to proctor**

Once you complete the above steps, click **"LET'S GO"** to connect with your Proctor.

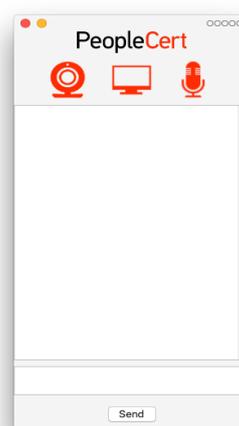


**Make sure** all applications are closed before logging in. **If any applications are open**, Exam Shield will notify you that they need to close. Click on Close Applications. If an application doesn't close automatically, check the application, save your work and close it manually

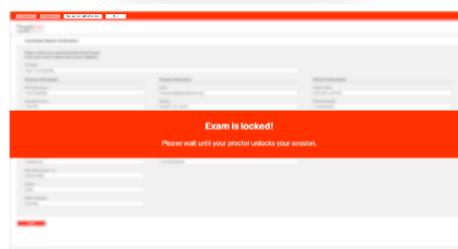


**Once logged in, the following control panel will open:**

**Many2Many control panel** on the right, indicating you have successfully joined the session. You can minimize 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
- Show your ID to the camera if needed
- Show your room (360° rotation) and your desk
- Share your screen with your online proctor
- 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:**

- Candidates below the age of 16: Legal Guardian must be present on the day of the exam, during the on-boarding process, and must provide their consent for the exam to be recorded, as per LanguageCert Privacy Policy and Terms of Use.
- Extensive room and body check might be needed based on proctor's judgement. Thus, you might be requested to provide a close up view of your ears and hair and remove any scarf, hat, turban, kippah etc.
- An Online 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.
- Your exam session will be recorded for quality and auditing purposes.

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