

Appendix 5

Manual for remote (online) exams

version 1.1.

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1. What is required to launch the exam?

Desktop or laptop computer with webcam and microphone



To take the exam you will need a laptop or desktop computer. This is necessary in order to install an extension (plug-in) for the Google Chrome web browser, which will make the screen available during the exam. You cannot take the exam using a mobile device (smartphone, tablet). Your laptop or desktop computer must be equipped with a webcam and microphone. System requirements:

Windows 7 and higher, Mac OS X and higher, ChromeOS and most Linux distributions (64-bit Ubuntu 14.04+, Debian 8+, openSUSE 13.3+ or Fedora Linux 24+).



Google Chrome web browser

It is necessary to use the Google Chrome browser in order to add the extension (plug-in) that allows you to share your screen. Make sure that the account you are using on your laptop or computer has administrator privileges to add this extension to your browser.



Document with photo

Before taking the exam, you must be identified by showing a photo ID (identity card or passport).



Tablet or smartphone equipped with a camera

Before the start of the exam, you must activate the camera on your phone or tablet. To do this, you will need to download and install the app (34 MB), which is compatible with with Android 5.1 or later and IOS (Apple) 10.0 or later. Once you have registered for the exam, you will receive all the details in an email.

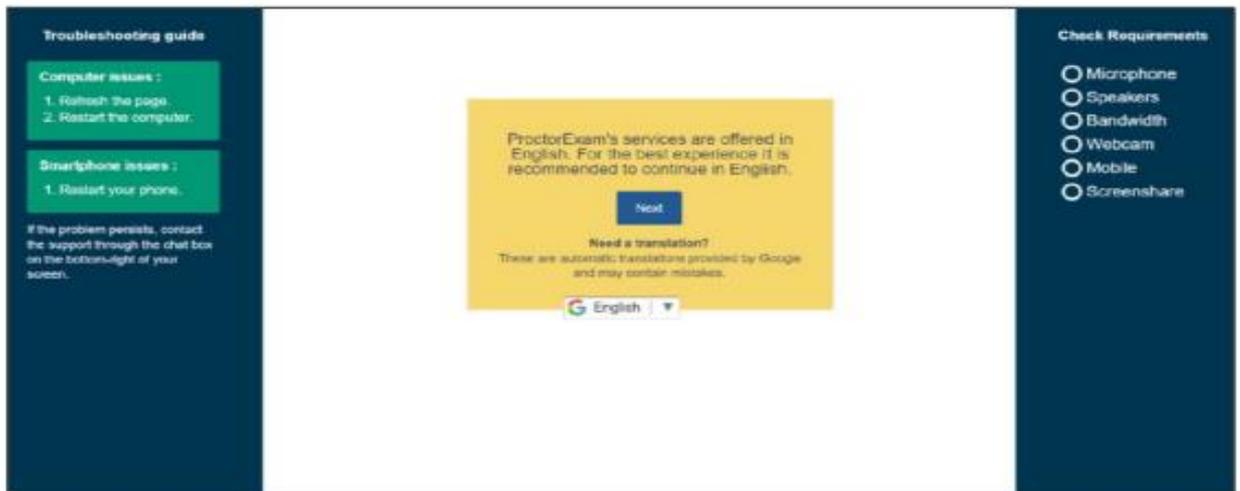


Stable Internet connection

You must have a constant Internet connection with a minimum speed of 1.5 Mbps (a Wi-Fi network will be required to connect from your mobile device) in order to run and complete the exam seamlessly. Please note that you may not use mobile data.

2. How do I register for and complete the system verification test?

The rules for registering for a remote (online) exam are described in Article 3 of the Examination Regulations for Remote Exams. The method of conducting the system verification test is described in Article 5 of the Examination Regulations for Remote Exams "Activities to be carried out before the start of the Remote Exam" **System Verification - step 2.**



The services offered by ProctorExam are available in English. It is recommended to continue the verification process in English. Need a translation? Click for an automatic translation provided by Google. It may contain errors.

Note: you must carry out the system check in exactly the same technical environment as the exam (same equipment, same Internet connection, same room).

Note: Do not use a headset to check the system!

During the system check, you will be asked to install the ProctorExam app on your mobile device.



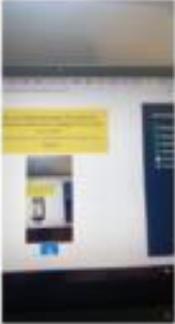
Once the app is installed, scan the QR code and continue checking the system.

You can find the ProctorExam mobile application in both the Android and IOS marketplaces.
 Use the ProctorExam mobile app to scan the QR code:



Our app was recently updated, please make sure you have the newest version!

Great, your mobile camera works. During the exam make sure your mobile device is plugged into the socket and on WiFi.
 During the exam, you will see the proctor again when required.



You can find the ProctorExam app in the Android and IOS marketplaces. Use the app to scan the QR code. The app has recently been updated - make sure you have the latest version installed.

Great! You have successfully registered for your exam.

You will find your exam link in the email we have just sent you (it might take a few minutes before you receive it).

You can now close this page.

Check Requirements

- Microphone
- Speakers
- Bandwidth
- Webcam
- Mobile
- Screenshare

Your mobile camera is working. During the exam, make sure your mobile device is connected to the charger and to the internet via Wi-Fi. During the exam, you will see the QR code again if necessary.

System check completed

You have successfully registered for the exam. You will find the link to the exam in the email we have just sent you (it may take a few minutes to receive it). You can now close the page.

After completing the system check, you will receive an invitation to the exam.

3. How to start the exam

Please note that you will only be able to start the exam at the time indicated in step 2 of the email. If you start the exam before this time, you will not be able to log into the system (wait until the designated time). If you exceed the designated time slot, **your access will expire and you will not be able to start the exam.**

The exam fee in this case will not be refunded.

Contents of the exam invitation email:

Hello Jan Testowy,

Thank you for correctly verifying your devices on the ProctorExam platform for the remote exam:

Exam: ISTQB® Certified Tester - Basic Level

Language: Polish

Date and time: 01-02-2023 at 10:30 (UTC+2)

Please keep this message.

The link to the exam is attached below. The link is now active, however the exam will not be able to start before 01-02-2023 at 10:30 (UTC+2).

[Start the exam](#)

If the link above does not work correctly, please copy the link shown below and paste it into your browser window: [link](#)

If you have any questions or concerns, please contact the SJSI office at the following e-mail address: egzaminy@sjsi.org

Greetings

Stowarzyszenie Jakości Systemów Informatycznych

Follow these steps:

- 1. Have your photo ID (identity card or passport) handy.*
- 2. Check when the time slot in which you can start the exam begins.*
- 3. In the time slot in which you can start the exam, return to the link from the previous point.*

Please note that the time below indicates the timeframe in which you will be able to start the exam, not the duration of the exam!

ON THE DAY OF THE EXAM

✓ Prepare your surroundings

Before starting the exam, make sure that:

- the room is well lit and quiet (there must be no loud noises inside or outside the room),
- you are alone throughout the exam,
- there are no additional devices, books or other prohibited materials within your reach.

You will be required to show your surroundings to the examiner and will not be able to start the exam if there are additional devices, books or other materials in the room that may help you during the exam.

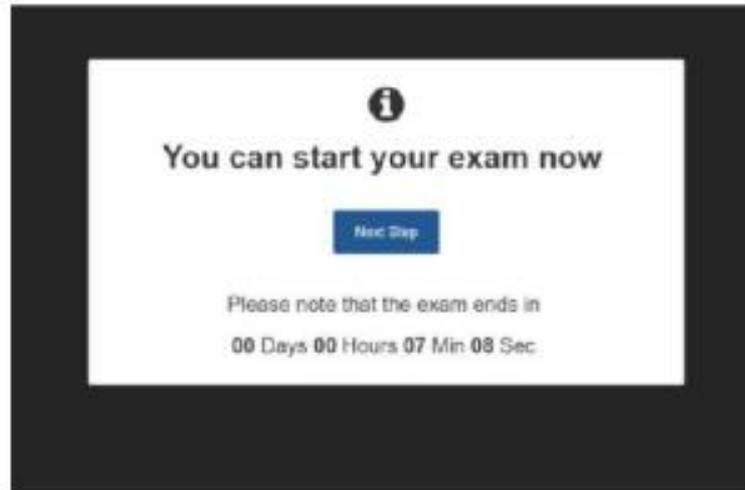
Please note: for ISTQB® exams, you are allowed to use a whiteboard (e.g. a portable toy board that you can buy from a toy shop or a dry-erase office board) to take notes during the exam. If you intend to use a whiteboard, please have it ready before the exam within easy reach.

Have a photo ID (identity card or passport) with you.

Log in to the system on time.

You can start the exam by clicking the link from the invitation email.

Access to the exam is only valid for the time indicated in the email.



Once you have logged into the system, you will be guided through the next steps:

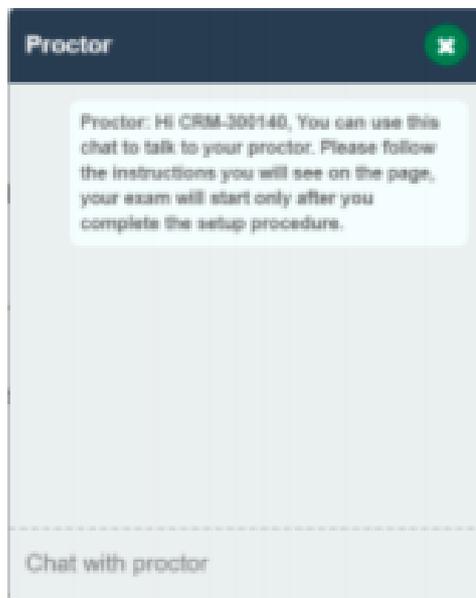
Confirm your identity



Photo ID: show your ID (identity card or passport) to the camera on your computer/laptop and click 'take photo'. Make sure that details other than your name, PESEL and date of birth are obscured when taking the photo.

Face photo: take a close-up photo of your face by clicking 'take photo'.

Note: The examiner will greet you in the chat window at the bottom of the screen, and can hear you, but can only contact you through the chat window. You can contact him/her through the chat window throughout the exam.



Configure your mobile device

Scan the QR code on the screen using the ProctorExam app downloaded to your mobile device. Make sure it is connected to Wi-Fi.



Mobile device settings.

1. Turn on airplane mode.
2. Connect your mobile device to Wi-Fi.
3. Open the ProctorExam app and make sure you have the current version.
4. Point the camera at the QR code above.

The camera on the mobile device will start recording.

As the device will be running throughout the exam, make sure it is fully charged or being charged during the exam! Please note that you cannot use your laptop or desktop computer for charging, as the mobile device will need to be placed 3 metres away from the laptop or desktop computer!

Show your surroundings

Use the camera from your mobile device to show the Examiner your surroundings.

The Examiner will walk you through all the steps via chat messages. You will need to show the Examiner the computer, keyboard, desk, space behind the computer, space under the desk, space in the corners of the room and the ceiling.

Finally, you will be asked to show your ears to the Examiner to prove that you are not using headphones. If you have a hearing aid, you must remove it before the exam.

You can see the steps for setting up the environment in the following screenshots:

<p>Environment setup</p> <p> Slowly show us your computer and keyboard. See video for demonstration.</p>  <p>Step 1/5</p>	<p>Environment setup</p> <p> Slowly show us your desk and the area behind your computer. Nothing is allowed on your desk unless otherwise stated by the institute.</p>  <p>Step 2/5</p>	<p>Environment setup</p> <p> Slowly show us the space under your desk and your ceiling. See video for demonstration.</p>  <p>Step 3/5</p>
<p>Environment setup</p> <p> Slowly show us the four corners of your room. See video for demonstration.</p>  <p>Step 4/5</p>	<p>Environment setup</p> <p> Slowly show us your ears to make sure you have no devices plugged in.</p>  <p>Step 5/5</p>	

Slowly show your computer and keyboard.
 Slowly show your desk and the space behind your computer - this space should be empty.
 Slowly show the space under the desk and the ceiling.
 Slowly show all the corners of the room where you are taking your exam.
 Slowly show your ears to ensure you are not using headphones.

How to navigate the system?

Set up your cameras

Both cameras (from the computer and the other device) need to be set up.

You will need to place the mobile device with the camera 3 metres apart for the camera to capture you and the laptop/desktop.

See examples in the screenshots below:

Camera setup

⚠️ Lastly, place your mobile camera beside you. It should be at least 3 meters (10 feet) away from you. Also make sure your phone is plugged into the socket.



Example



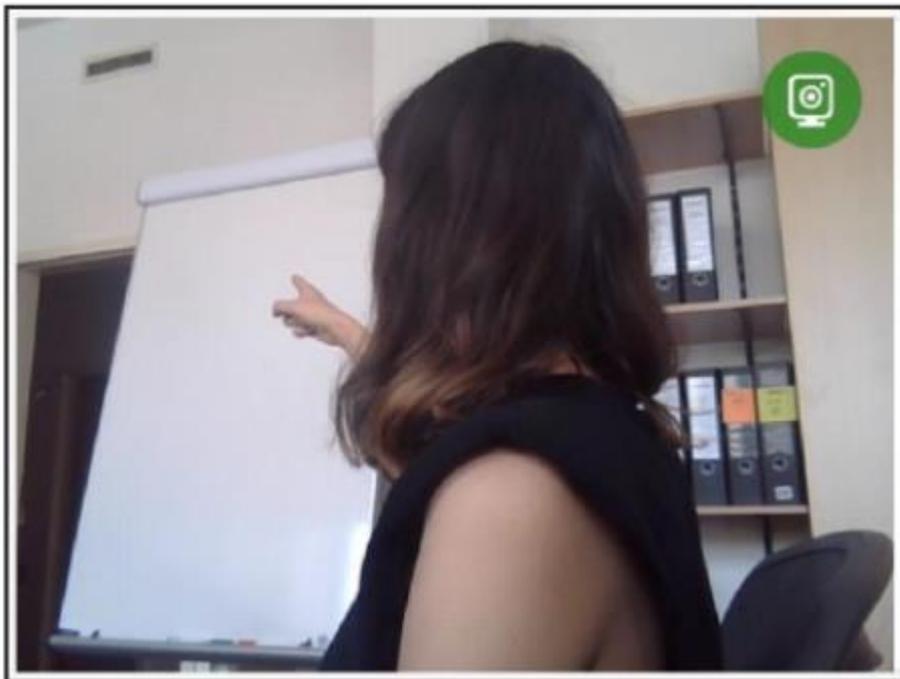
Camera setup

⚠️ Make sure that you are sitting directly in front of your webcam, you can see yourself and your face is at the center of the frame.



Position your mobile device camera next to you, at least 3m away!
 Make sure you are sitting directly in front of the webcam - you can see your face in the centre of the frame.

If you are taking the ISTQB[®] exam and intend to use a dry-erase board, you must show it to the Examiner (Proctor). The whiteboard must be clean before the exam begins and must be within your reach and within camera view.



The Examiner will ask you to show that the marker you are using is erasable. You will have to write a word on the board and erase it.



The Examiner will greet you by writing in the chat window at the bottom of the screen. You can communicate with the Examiner through the chat window throughout the exam.

✓ **Start exam**

Follow the on-screen instructions to access the exam system. The exam will open in a new tab. Do not close the ProctorExam tab throughout the exam.

Click the link to start your exam.

4. How to use the exam system?

The exam system will be launched in a new browser tab.

To begin, you will need to verify your identification details (first name, last name, email address) and (if necessary) update your address details for mailing the paper version of your certificate.

Before the exam starts, you will be presented with a system introduction screen:

The screenshot shows the exam interface with the following elements and callouts:

- Header:** SJSI logo, "EGZAMIN" label, "Surname and name", "Exam with a scenario (EN)", "Time left: 00h : 59m : 46s", "Help", "Go to summary", "Finish the exam", and language selection (EN).
- Question 1:** "Question 1", "Max. points: 1", "Flag question", "Report issue".
- Scenario:** "Scenario - 'scenario name'", "Here you can flag/unflag a question so that it is easier to return to it at a later time.", "Here you can comment on the question, e.g. if an error appears in the question.", "Here you will proceed to the summary of the exam. If necessary, you will be able to return to the questions.", "Here you can use the Notepad and Calculator."
- Question:** "Question", "Content of the question. Content of the question.", "(1 answer)", "AAAAA AAAA", "This is what the question you marked looks like using the 'Flag question' button.", "Previous question", "Next question".

You will be able to comment on each of the questions by entering a comment in the appropriate form - tab "Make a comment on a question".

At the end of the exam, your score will be visible on the screen (we will also send it to you in an email within 5 working days of the end of the exam).

The Examiner will ask you to erase your notes from the dry-erase board before leaving the exam system. If you do not comply with this rule, the Examiner will record this in your exam record. If this happens, your exam result will be invalidated!

You may now leave the exam system.

Remember: once you have completed the exam and seen the result, end the exam session by clicking the blue button: **Finish exam.**

The certificate will be sent to you in hard copy within 35 days of the results being sent out.

5. What is prohibited during the exam?

- use of additional equipment
- use of books, notes and other learning aids
- taking notes anywhere other than on a dry erase board
- use of headphones
- speaking and singing
- leaving the examination room (e.g. going to the toilet)
- third parties being present in the examination room during the examination
- eating a meal

Please note that if you do not comply with the Examination Regulations for Remote Exams or engage in unfair examination practices, your examination will be terminated.

You will not receive a refund!

6. Recording, archiving and deleting data

Information on the scope and method of archiving and deleting data is described in Article 11 of the Examination Regulations for Remote Exams.

Here you will find information on the data that is recorded during the examination process.

The online examination system and Google Chrome extension records the following data:

- stream video and audio throughout the exam session. The participant is notified by a message that recording will start at a certain point and must agree to the continuation of audio and video recording,
- recording the participant's desktop screen (including answers),
- a snapshot of the participant's face and photo ID (information such as ID number, address should be covered),
- the exam content and the exam result,
- name, exam language and e-mail address of the participant,
- date, time and duration of exam,
- examiner's comments, e.g. comments on the participant's suspicious behaviour during the exam,
- browser version, operating system, IP address of the computer.

Successive video streams are recorded and saved from the smartphone. Before the start of the exam, the participant must use the camera on the smartphone to show the environment:

- desk, keyboard and monitor,
- the area behind the monitor,
- the area under the desk and the ceiling,
- all corners of the room (including walls),
- a close-up of the ears (note: hearing aids must be removed).

During the exam, a video stream of the participant from a distance of 3 metres is recorded and saved.

7. Who to contact in case of problems?

If you have any problems or queries, please contact us at: egzaminy@sjsi.org