

Remote proctored Exam sessions via

GASQ & proctorü

HOW IT WORKS



TEST-TAKER PROCESS

- **Get your login details**
- **Create an account**
- **Schedule an exam**
- **Connect to the proctor**

Get your login details

Before you start planning your ProctorU exam session, please check if your system fulfills the requirements for our remote solution [here](#).

As soon as your equipment was tested successfully, you can start planning your exam session.

You can book your exam slot either through your training provider or directly by choosing your exam module [here at the GASQ website](#) (<https://www.gasq.org/en/certification/remote-exam.html>).



E-Mail:
info@gasq.org

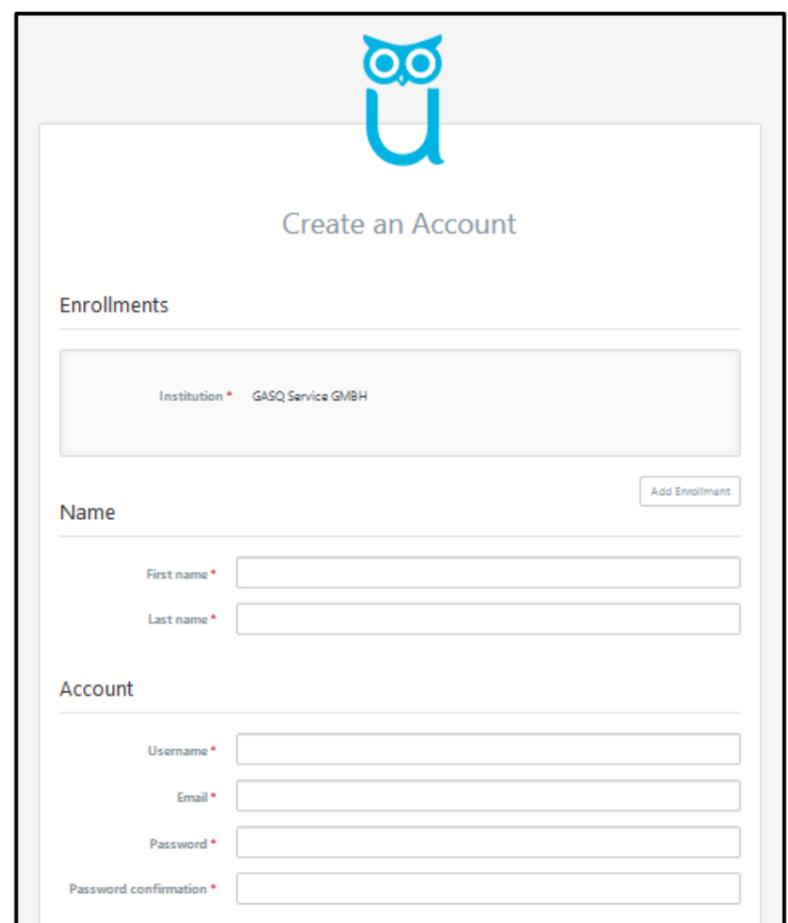
Your exam slot, as well as the link to log into ProctorU and the link to our online exam platform will be provided within 24 hours.

Sign up for a new account or Sign in if you already have a ProctorU user account.

Create an account

- Please enter your details to create a ProctorU User Account
- At the bottom of the page, read and agree to ProctorU's Terms of Service by clicking the checkbox to complete your profile

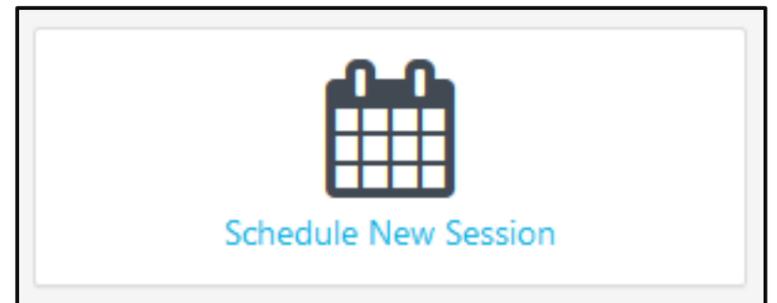
confirmation e-mail including the link to your ProctorU-Profile



The screenshot shows the 'Create an Account' page on the ProctorU website. At the top, there is the ProctorU logo (an owl) and the text 'Create an Account'. Below this, there is a section for 'Enrollments' with a text input field containing 'Institution * GASQ Service GMBH' and an 'Add Enrollment' button. The 'Name' section has two input fields for 'First name *' and 'Last name *'. The 'Account' section has four input fields: 'Username *', 'Email *', 'Password *', and 'Password confirmation *'. All input fields have a red asterisk indicating they are required.

Schedule your Exam

- Enter your profile by either clicking on the link in your confirmation mail.
- You have got 3 options here:
 - **Have Questions?** activates LiveChat.
 - **Test Your Equipment** verifies your computer meets ProctorU's requirements.
 - **Schedule New Exam** to create a new exam reservation.
- After clicking Schedule New Exam, confirm your institution, select the exam term and specific exam
- Click **Find Session** and proceed to the next page

A form with three rows of dropdown menus. The first row is labeled "1. Confirm your institution" and has "GASQ Service GMBH" selected. The second row is labeled "2. Select a term" and has "Always Opened" selected. The third row is labeled "3. Select your exam" and has "IBITGQ GDPR Foundation Level" selected. At the bottom right of the form is a blue button labeled "Find Session".A page titled "Schedule Session" with a light gray background. At the top, it says "Please select a date and time on the left. Once you have selected your date, please click the 'Find Available Times' button." On the left, there is a calendar for July 2018 with the 20th selected. Below the calendar is a time selector showing "03 : 40 PM" and a "Find Available Times" button. On the right, there is a list of available time slots for "IBITGQ GDPR Foundation Level" on "Friday July 20, 2018". The slots are: 3:40PM CEST (1 minute from now), 4:10PM CEST (31 minutes from now), 4:40PM CEST (about 1 hour from now), 4:50PM CEST (about 1 hour from now), 5:20PM CEST (about 2 hours from now), and 5:30PM CEST (about 2 hours from now). Each slot has a blue "SELECT" button.

1. Select a desired appointment day and time using the calendar.
2. After clicking **Find Available Times**, the appointments closest to the desired time appear on the right.
3. After clicking **SELECT** to choose an appointment, confirm the time slot by choosing **SCHEDULE**
 - If your institution is set up as test-taker pay, the exam will be added to your cart for payment.
 - After completing checkout, you will be returned to the My Exams page.
4. Confirm your exam details, including its availability window.
5. Please proceed by clicking **Process Order**. After that you will receive a confirmation of your exam session via Email.

If you need to change the exam, click **Change Exam**.

Please be aware that additional costs will apply if you want to schedule your exam session within the next 72 hours.

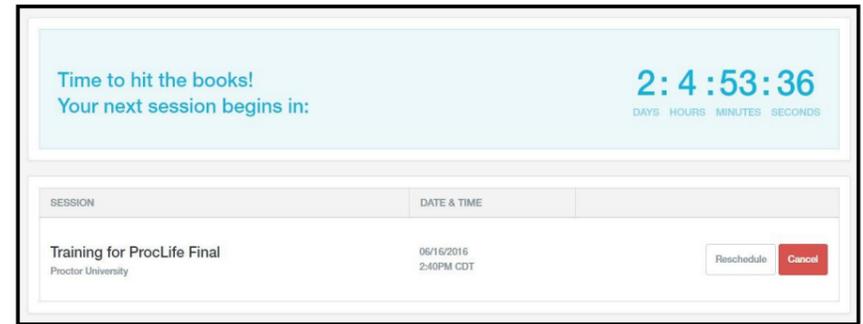
ProctorU offers the **Take It Soon** or **Take It Now** option for an additional fee.

Rescheduling an exam allows you to change the date and time of your appointment within the exam's testing window and also has a premium fee.

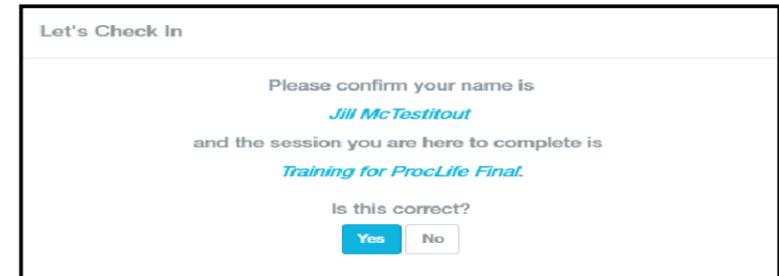
The **Take It Soon** or **Take It Now** options are subject of availability.

Get prepared for your Exam

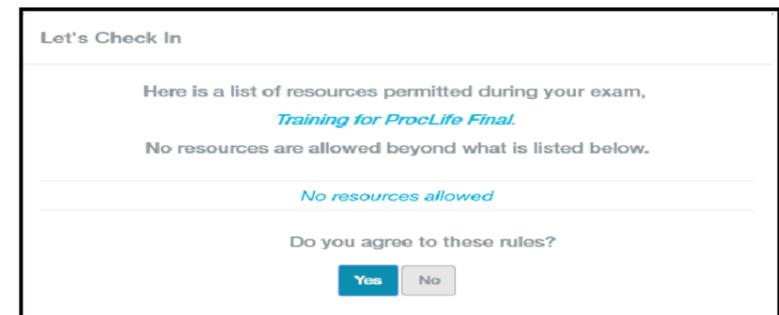
After scheduling an exam, a countdown to the closest exam is shown on the My Exams page. At the appointment time, a **START** link replaces the countdown. Clicking the link takes you to the proctoring room. Brief prompts will guide you through the expedited start process.



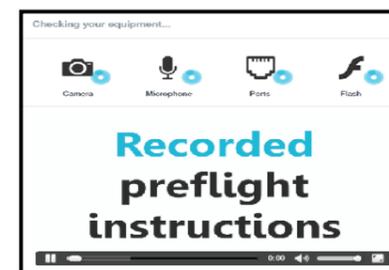
Confirm your name and the exam you are taking. Clicking **No** opens the LiveChat feature.



Confirm the exam rules including allowed resources. Clicking No opens the LiveChat feature.



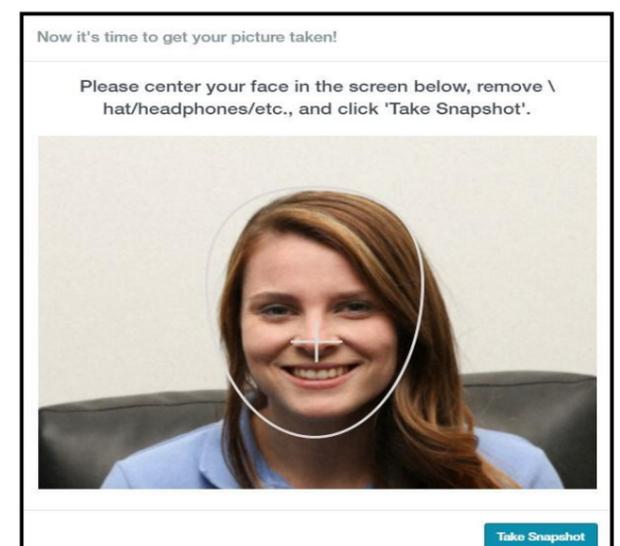
Your computer is checked for basic requirements and an instructional video is shown.



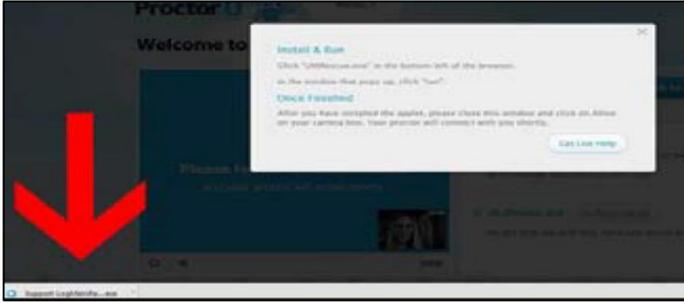
Take a picture of your photo ID to show the proctor. Click **Skip this step** to opt out of this step and show your photo ID directly to the proctor instead.



Next, take a photo for your ProctorU profile. The proctor will check and update this photo if it is blurry or unrecognizable.



Get prepared for your Exam

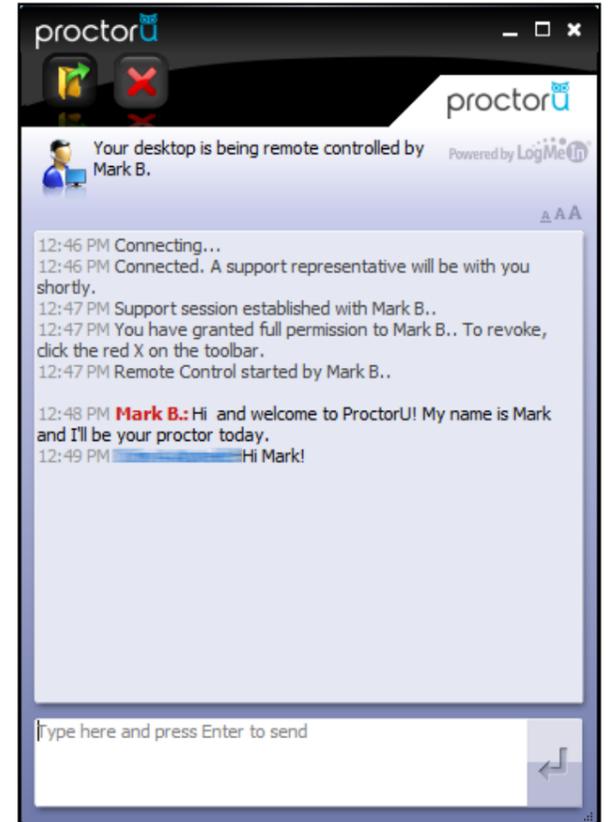


You are prompted to download and run an applet. When you and the proctor connect in the proctoring room, your video is shown in the bottom right corner of the video feed and the proctor's video is on the left.



The picture above shows the downloaded applet and the chat box, which connects you and the proctor.

Once connected to the proctor, the proctor will initiate two-way video and audio.



Authentication

After connecting to the proctor via webcam and screen-sharing software, the proctor checks the photo ID picture taken earlier.

If the photo ID is illegible or you opted out of taking an ID picture, you will be asked to show your photo ID to the camera so the proctor can verify your identity.

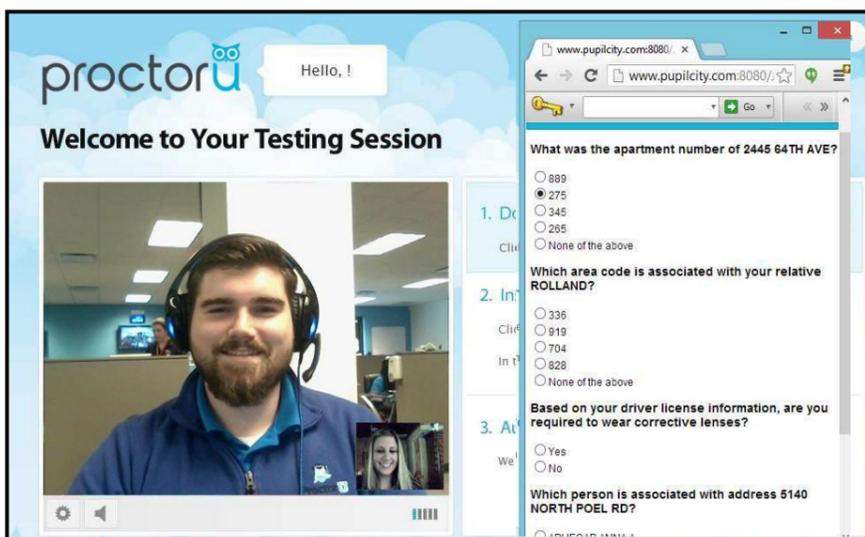
The ID information in the picture on the right has been intentionally blurred for privacy reasons. In an actual proctoring session, you will show a fully-visible ID so that the name and picture can be clearly seen and read by the proctor.

The proctor checks your profile photo taken and updates the photo if it is blurry or unrecognizable.



You will be authenticated with a quiz that uses challenge questions based on publicly-available records, as shown on the left.

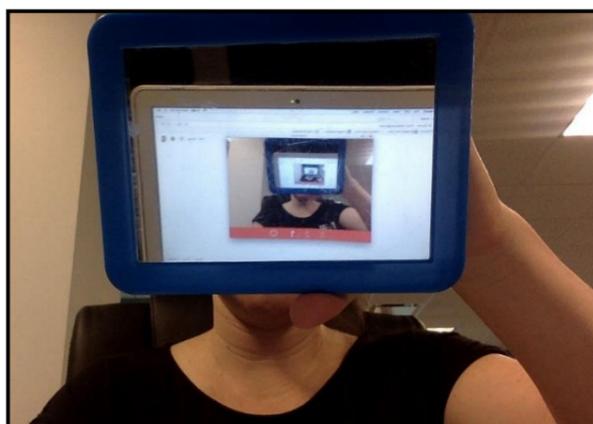
Questions are typically related to previous addresses, phone numbers, roommates and relatives. ProctorU does not know or store these questions or answers.



Securing your area



The proctor secures your physical testing area and asks you to show your complete workspace and surroundings, as shown above.



If the camera is internal, you are asked to show the proctor the edges of your monitor using a reflective surface, such as a mirror. This ensures that there are no unauthorized materials attached to your computer or monitor.

The proctor secures the virtual testing environment by checking for unallowed programs, virtual machines and cloned monitors.

You will be asked to close any prohibited software before proceeding to your exam website.

Log-in to your exam via Examunit.com

Examunit is the GASQ E-Exam system.

It is a highly secured exam system which has been developed for GASQ.

Note: Please use only Microsoft Internet Explorer or Mozilla Firefox and make sure that your Pop-Up-Blocker is deactivated!

After completing the authentication and environment scan process, please go to Examunit.com and enter your Exam-Login-Details.

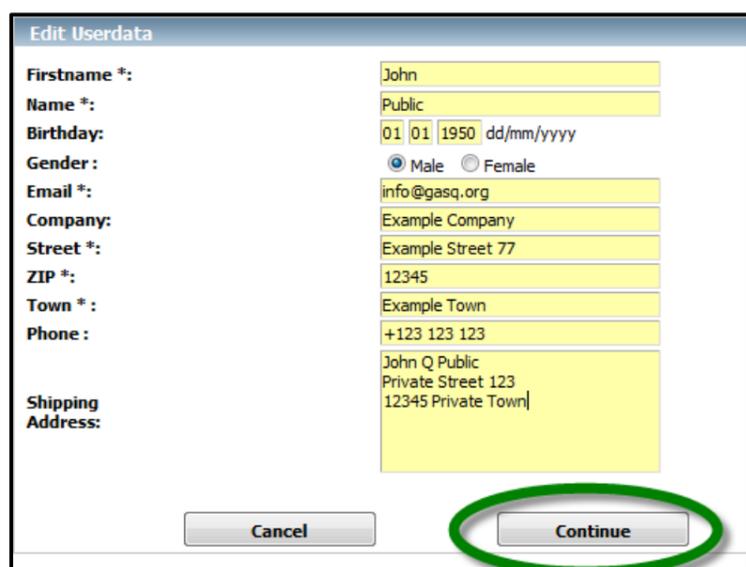


Please click **Continue** and enter your details on the following page and press **Continue** again.

After that you will be redirected to the GASQ terms & conditions.

The terms & conditions must be read and accepted. Only then you can sit the exam.

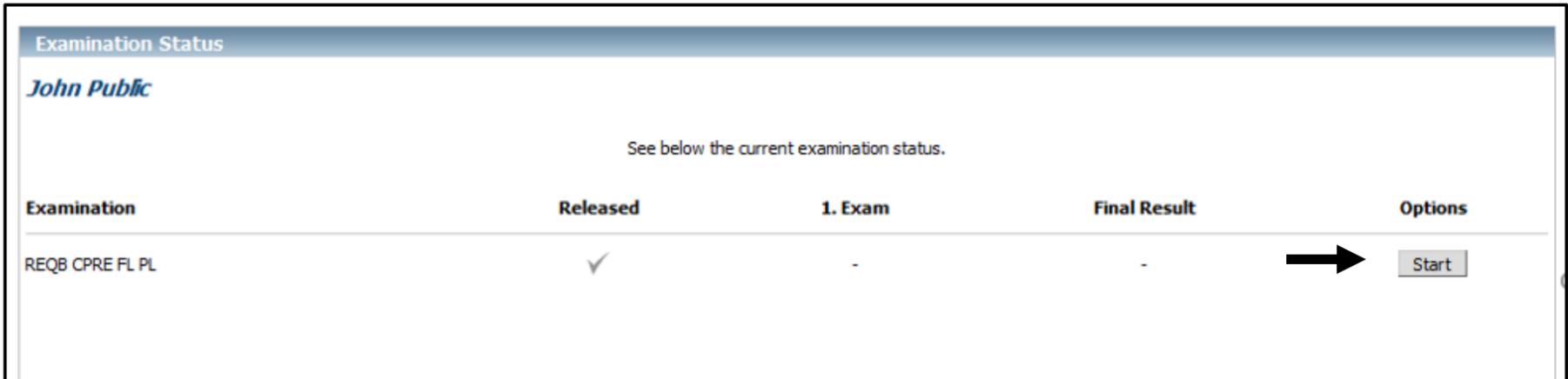
Please tick the box, that you accept the terms and conditions and press **Continue**.



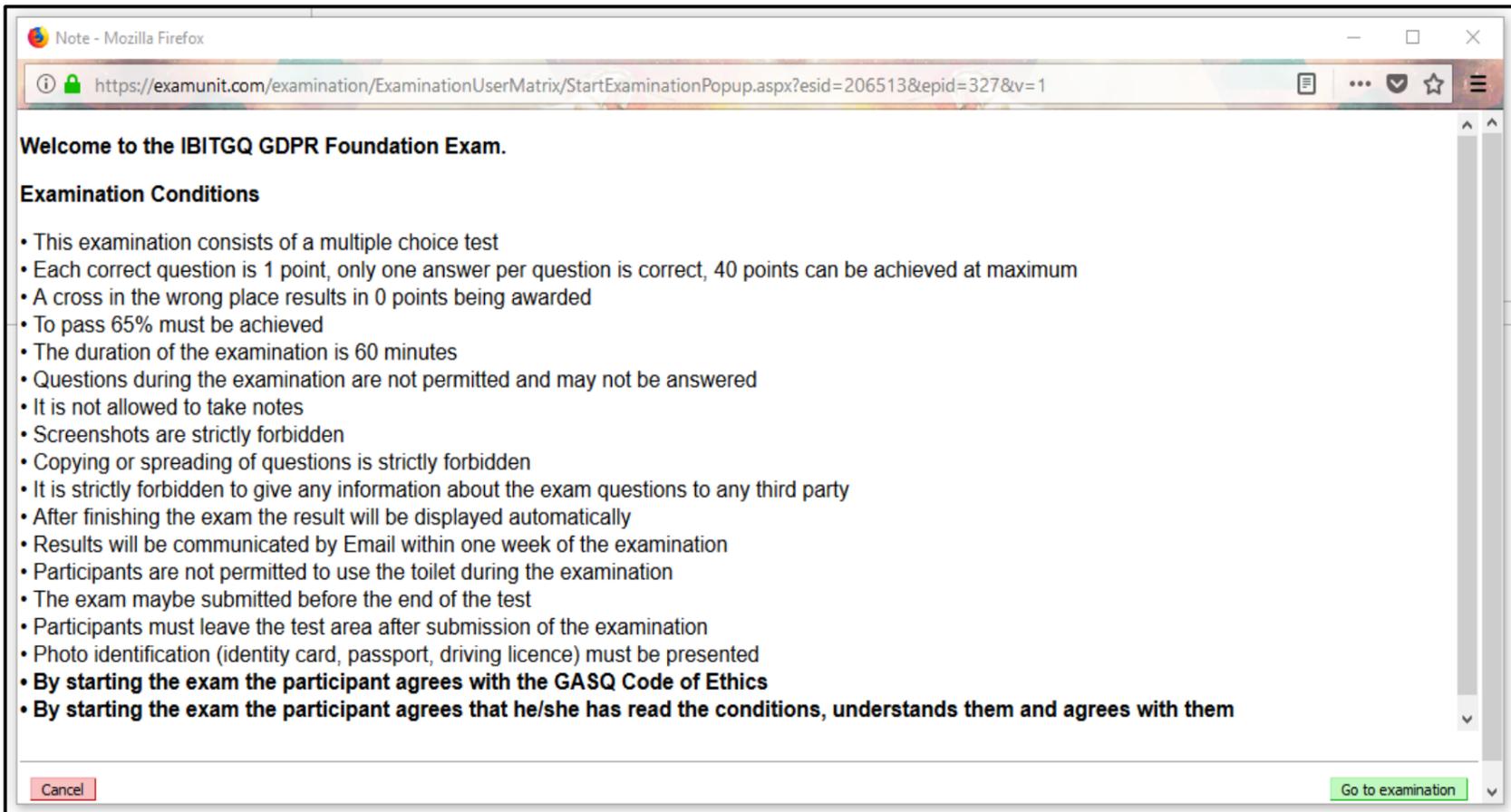
Edit Userdata	
Firstname *:	John
Name *:	Public
Birthday:	01 01 1950 dd/mm/yyyy
Gender:	<input checked="" type="radio"/> Male <input type="radio"/> Female
Email *:	info@gasq.org
Company:	Example Company
Street *:	Example Street 77
ZIP *:	12345
Town *:	Example Town
Phone:	+123 123 123
Shipping Address:	John Q Public Private Street 123 12345 Private Town
<input type="button" value="Cancel"/> <input checked="" type="button" value="Continue"/>	

Start your Exam

After accepting the terms and conditions the following site appears:



You can start the exam by pressing the **Start** Button.



Please be aware that the exam conditions may vary from the example above!

Please read the Examination Conditions on the next page carefully and press **“Go to examination”**.

After that the exam session starts.

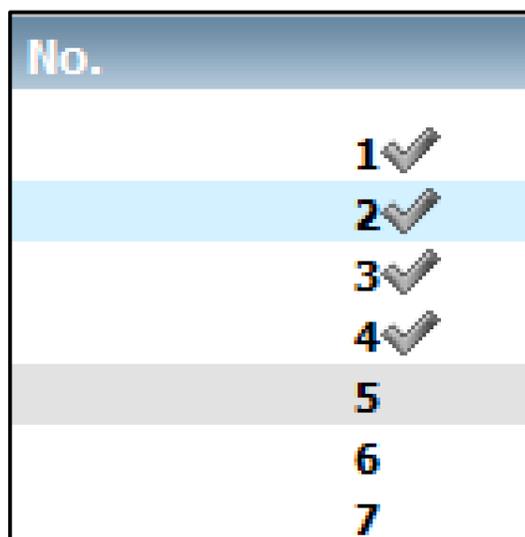
During the exam, your proctor monitors video feed and testing environment to ensure you are not receiving verbal answers from an outside source.

Screen-sharing technology allows the proctor to see your computer screen while you complete the exam.

During the exam, your proctor pauses their video and audio, so you are not disturbed.

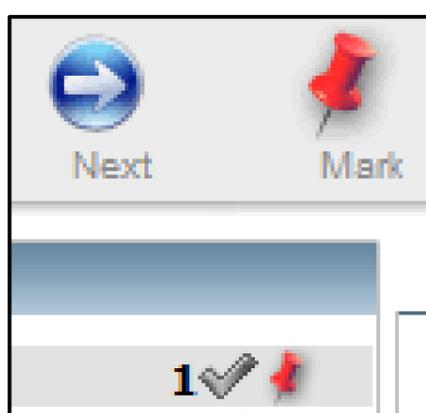
They continue to monitor you and are available via the chat box.

During the Exam



On the left side of the exam page you can see the list of questions and the question you are currently looking at.

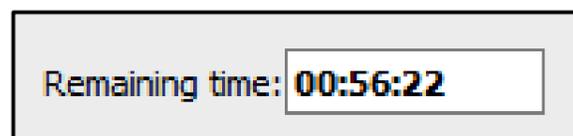
You can also see which question(s) were already answered (checkmark behind the question).



You can mark questions using the Marking Button (Pin).



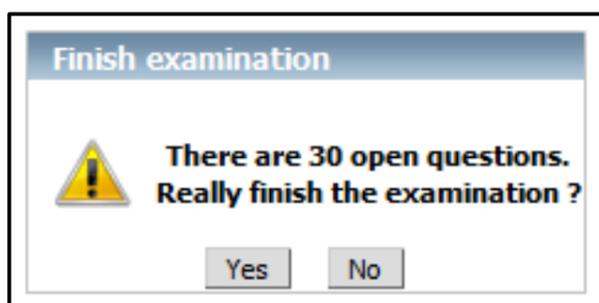
It is also possible to jump from question to question with the “back – next” buttons.



A countdown of your remaining Exam time will



By clicking the “End”-Button, you can leave your exam session.



The system will show a warning if there are still questions unanswered.

After finishing the Exam there is **NO possibility** to continue the exam again!
Please be aware that it may take up to 15 seconds until your result will be displayed.

After the Exam

See below the current examination status.

Examination	Released	1. Exam	Final Result	Options
Certified GDPR Foundation	-	10% 	show	

You can see your result by clicking the “show”-button.

Resultview **GASQ**

Name: test, test
Examination: Certified GDPR Foundation
Date: 24.07.2018 12:52:31
Location: gasq Zentrale

Failed
Your result: 4,00 of 40,00 Points (10,00 %)
You must achieve at least 65 % to pass the test.

Topic	Questions	Points	Maxpoints	Percent
1. IBITGQ Certified GDPR Foundation	40	4,00	40,00	10,00
Total	40	4,00	40,00	10,00

Here you can see your detailed exam result.

In this case the participant has reached 10% (4 Points) and failed the exam.

After that you can finish your exam by pushing the “Logout”-button.

You will receive an email including your exam result within 2 weeks after the exam.

Please be aware that a copy of your test cannot be distributed as the exam questions are strictly confidential!

VERY IMPORTANT: Interruption of the system

In case the system got interrupted (e.g. loss of connection) it automatically saves the last moment of the exam.

Your exam is NOT lost! As soon as you are able to log in again you can restart the session at the point when the connection got lost.

To re-start you need to log into the system again with your user data (name (= LOGIN) and pin (= PASSWORD)).

You will again see the User data-Form. Please tick Continue. After that you will again see the exam conditions. Please accept them again. After that you will see a window to enter a password.

This password to restart the session is:

gasq

Please enter this password. After that it is possible to go on with the exam.

In any case of emergency contact:

**GASQ –
Global Association for Software Quality**

info@gasq.org

Phone: +49 911 990078 0

Or use the ProctorU Live Chat:

ProctorU offers a **LiveChat** feature. At any point while signed in to your account or by navigating to **www.ProctorU.com**, you may chat with a live representative if you have questions about the process or need general help.

A screenshot of the ProctorU Support Chat form. The form is titled "ProctorU Support Chat" and contains the following fields: "First & Last Name:" (text input), "ProctorU Status:" (dropdown menu with "-- choose --"), "Institution:" (text input), and "ProctorU E-mail:" (text input). A green button labeled "Start the chat" is located at the bottom of the form.