IIBA®

THE IIBA® GUIDE TO ONLINE PROCTORED EXAMS

AUGUST 2021

Table of Contents

1.0 The Online Remote Proctored Experience

IIBA® exams are offered in an online remote proctored setting. Taking an exam online provides a completely digital experience in the comfort of your home or office while maintaining the integrity of exam results by being monitored by a proctor via webcam and microphone. IIBAs exam delivery partner is PSI.

To provide a fair and consistent environment for all candidates, standardized procedures following strict security protocols are in place. Rules and protocols will be enforced on examination day and failure to follow these rules may result in the termination of the candidate's exam session. The online proctoring experience provides a comfortable, digital experience and is most successful when you prepare in advance.

2.0 Before You Schedule Your Online Exam

Prepare in advance and know what to expect. At the scheduled examination time, candidates will be prompted to download the secure browser, have webcam and microphone ready for testing and provide one current, valid, Government issued ID with a photo and signature. The room used for the exam will be private, quiet, and free from distractions. Candidates will be asked to scan the testing environment to ensure it is clear and free of restricted items before the exam will be released for testing.

Ensure that equipment, identification and room are suitable for testing and complete the following:

2.1 Check the System Requirements.
Review the System & Computer Requirements page for recommendations for technology set up. Your location must support Voice Over Internet Protocol (VoIP) in order to complete the exam. Corporate firewalls and VPNs may restrict user access. It is recommended that you use a personal laptop or desktop computer.

2.2 Run the System Compatibility Check.
Run the System Compatibility Check on the technology requirements. Issues are often related to unstable internet connectivity, lack of bandwidth, out of date operating systems, unsupported devices or webcam issues. Use the same computer in the same location from where you will test.

Passing the compatibility check does not necessarily indicate that you will not experience issues during the time of your exam. The compatibility check does not verify firewall and VPN settings. In areas where governments have the ability to block access to cross-border websites and meter internet traffic you may experience additional restrictions that cannot be captured by the compatibility check.

2.3 Confirm You Have the Mandatory Identification.

To be admitted to the exam, you must provide a piece of Government Issued Photo Identification (ID) that is current and signed. The first name and last name on your identification MUST match the spelling (in western characters) of the first name and last name on your email confirmation from IIBA. If you need to change the name shown on your email confirmation from PSI, contact certification@iiba.org.

Name discrepancies must be resolved directly with IIBA at least two weeks prior to your scheduled appointment. You will NOT be admitted to the examination on the day of the exam without the proper identification, and there will be no refund of your exam fee.

2.4 Understand the Required Room Set-up.

Review the Room Set-up for full requirements and prohibited items. A quiet and private room, free from distractions is required. The area should be well-lit, uncluttered, and free from distracting background noise.

2.5 Know the Online Exam Rules & Violations.

Review the Online Exam Rules & Violations and the full set of major and minor violations. Major Violations will end the exam immediately. Minor Violations will have one or more warnings from the proctor and then the exam will be ended.

An exam ended for a major or minor violation ends the testing process and the exam fee is forfeited. Candidates will have to register again for the exam, meet eligibility, and pay the exam fee.

2.6 Review the Exam Cancellation and Rescheduling Policy.

Review the Exam Cancellation and Rescheduling Policy for details. Exams must be canceled or rescheduled 48 hours before the scheduled appointment time.

2.7 Understand that Proctor Support and Technical Support is Offered in English.

The online proctor support and the proctoring software are available in English only. Technical support is available in English only.

2.8 Request Special Accommodation When Required.

If special accommodation is required, review Special Accommodations for details. Contact IIBA certification@iiba.org prior to scheduling your exam.

2.9 Watch the PSI Online Proctoring Experience Video.

To better understand the online proctoring experience and know what to expect, watch the PSI Online Proctoring Experience video.

3.0 System & Computer Requirements

Operating System	Windows 8.1, 10 (Not 10s or 10 in S-Mode, Enterprise version unsupported) MAC OS 10.14 and higher (New OS is supported within 30-days of release) Ubuntu 18.04
Screen Resolution	1368x769 or higher
Bandwidth	Minimum 300kbps
Webcam or Camera and Microphone	Must be functional and available for testing
Computer	We recommend testing on a personal computer or laptop as a work computer may block the PSI Bridge software. Tablets, mobile devices and Chromebook CANNOT be used. Only one (1) monitor is allowed to be running during the exam. If multiple monitors are connected, the system will detect this and the proctor will ask for it to be removed, covered or the screen turned away so that it is not facing the candidate. Ensure that computer is plugged into a power source for the duration of the exam and/or has sufficient battery life.
Computer Firewalls	Corporate firewalls and VPNs may restrict user access. It is recommended that you use a personal device.
Internet Connection	A consistent connection speed of 300 Kbps upload and download is required. Ensure you have stable internet connectivity for the duration of the exam. We recommend testing on a wired network as opposed to a wireless network. Tethering to a mobile hotspot is explicitly prohibited.

4.0 Identification

To be admitted to the exam, candidates must provide a piece of government issued photo-identification (ID) that is current and signed and in western characters.

The first and last name on the identification MUST be the exact first and last name that appears on the exam registration confirmation email from PSI, which is the same first and last name used to apply online with IIBA. Name discrepancies must be resolved directly with IIBA at least two weeks prior to a scheduled exam appointment.

Candidates whose names do not match, MUST notify IIBA certification@iiba.org as soon as possible so that PSI can be advised prior to the exam sitting. If this is not done in time, the candidate *will not be admitted to the exam* and will not be able to take the exam at their scheduled date and time. The exam is forfeited and the candidate will have to pay IIBA to reschedule their exam.

4.1 Acceptable Government Issued Photo Identification

Acceptable identification must have a photo and signature, be the original (not photocopy) and not be expired. It must be in western characters.

The following identification is ACCEPTED:

- Government-issued Driver's license
- U.S. Department of State Driver's License
- National/State/Country Identification Card
- Government-issued Passport
- Passport cards

A webcam photo will be taken of you and your photo ID.

NOTE: If your ID does not show clearly on camera, you may be asked to use a <u>clear glass with water</u> to more clearly show your ID on camera.

5.0 Room Set-up

5.1 Office and Home Setting Requirements

The setting in which the candidate writes the exam must be a room that is:

- Quiet and private with walls and a closed door, free from distractions
- Well-lit, uncluttered, and free from any distracting background noise
- Private so that no one else can be in, or enter the room during the exam session

5.2 Work Area

The work area must be clear of all materials and as clutter free as possible. On the day of the exam, candidates will be asked to scan the room, walls, floor and ceiling as well as the desktop, and underneath the desk to ensure there are no restricted items in the area.

The proctor will ask the candidate to remove all restricted items from the room before releasing the exam.

5.3 Personal Belongings

During the exam, candidates may not access hand-held computers or other electronic devices, cell/smartphones, pagers, watches, wallets, purses, hats (or other non-religious head coverings), bags, coats, books, notes, or any other materials not specifically approved.

6.0 Online Exam Rules & Violations

Failure to follow exam rules will result in termination of the candidate's exam session for a major violation or one or more warnings for minor violations before the exam session is ended. The exam fee will be forfeited and there will be NO exam refund.

By not starting the exam within 15 minutes after the scheduled appointment time, the candidate is marked as absent and automatically loses their eligibility and exam fee. Exam fee will not be refunded.

Review the exam rules and violations carefully. Major violations will terminate the exam immediately.

6.1 Allowed
- CBAP/CCBA exams: Allowed to have one 15-minute break, only
- You are allowed to do stretching in front of the camera as long as you do not leave the camera view. Maximum number of times you can do stretching in only ONCE. It will be counted as stretching if you stand up to do it
- Water in a clear container/bottle with no labels on it
- Blank paper (8.5x11") or white board (8.5x11") to make notes during your exam (note: Proctor will ask that you tear up the paper and erase the whiteboard before ending the exam)

6.2 Not Allowed
- AAC/CBDA/CCA/CPOA/ECBA exams: Not allowed any breaks
- Calculator
- Reference materials
- Food and drinks

6.3 Major Violations that Will End the Exam Session
There will be no warnings for these violations and the proctor will end the session.

	PROCTORING RULE	WHAT DOES THIS MEAN
1.	Someone else in the room / Seeking exam help	Someone other than the candidate in the room during the session and candidate asks for assistance on the exam
2.	Failed to erase/clean the whiteboard writing	Candidate did not wipe whiteboard at exam's conclusion
3.	Explicit Behavior	Candidate is acting in an inappropriate manner
4.	Explicit Materials	Candidate has inappropriate materials in view of the desktop
5.	Covering the camera	Candidate places an object over the camera to obstruct the proctor's view
6.	Failed to show allowed materials	Candidate did not show reference materials to the proctor
7.	Failed to rip allowed materials	Candidate did not destroy reference material
8.	Browsing other websites	Candidate is browsing the internet
9.	Browsing local computer	Candidate is browsing other local resources during the exam
10.	Copy exam content in paper/written	Candidate writes down exam content
11.	Screen recording software copies exam content	Candidate uses software to copy exam content
12.	Copy/paste content + saves to computer	Candidate performs a copy/paste of exam content and saves content
13.	Takes picture or video of the screen	Candidate takes a picture or video of the screen
14.	Other Application	Candidate is using "other" application on their computer
15.	Open calculator	Candidate is using a calculator on their computer
16.	Open notepad	Candidate is using notepad on their computer
17.	Open instant messaging	Candidate is using instant messaging on their computer
18.	Left room	Candidate left the room (with or without informing the proctor)
19.	Reference materials	Candidate is using reference materials when they are not allowed
20.	Handheld calculator	Candidate is attempting to use a handheld calculator when it is not allowed
21.	Using Mobile Device/Telephone	Candidate attempts to use a telephone or mobile device
22.	Using another computer	Candidate attempts to use another computer

6.4 Minor Violations and Number of Warnings Allowed

There will be one or more warnings for these violations and then the proctor will end the session.

Remember: Do not exit the camera view, keep hands visible to the camera at all times and do not cover your face or mouth with your hands. Do not talk or mouth words during your exam.

	PROCTORING RULE	WHAT DOES THIS MEAN	WARNINGS ALLOWED
1.	Talking to someone else in room	Someone other than the candidate in the room during the session and candidate speaks to that person	1
2.	Environment Changes	Candidate changes spaces during the exam	1
3.	Improper lighting	Lighting is inadequate or too strong for the proctor to see	2
4.	Improper device placement	Candidate camera is not placed for ideal viewing by the proctor	2
5.	Chewing gum or eating/drinking	Only a bottle/glass of water is allowed. Cannot have a label.	3
6.	Out of view of camera	Candidate moves temporarily out of the camera's line of sight	2
7.	Tapping feet or fingers	Candidate is causing noise unrelated to keyboard typing	3
8.	Talking aloud/Talking to yourself	Candidate is speaking aloud but not to someone else	2
9.	Explicit language	Candidate is using profane or abusive language out loud or via the chat	2
10.	Reading questions aloud	Candidate is reading the questions out loud	2
11.	Looking somewhere else	Candidate is not focusing eyes on the screen	2
12.	System Error	Candidate experiences a system error	3
13.	Lost Internet Connection	Candidate's internet service is interrupted	3
14.	Earbuds Present	Candidate has earbuds visible in the testing area	2
15.	Another Computer Present (not in use)	Candidate has another computer visible in the testing area	1
16.	Radio is Present	Candidate has a radio visible in the testing area	2
17.	Smartwatch is Present (not in use)	Candidate has a Smartwatch visible in the testing area	1
18.	Mobile Device Present (not in use)	Candidate has a mobile device visible in the testing area	1
19.	TV is present	Candidate has a TV visible in the testing area	1
20.	Headset Present	Candidate has headset or earbuds visible in the testing area	2

7.0 Special Accommodations

For special accommodation, contact IIBA certification@iiba.org prior to scheduling your exam.

A modification to the exam procedure may be requested due to disability, handicap, or other condition that may affect the ability to sit for the exam.

If you require special accommodations to take the exam, do not schedule your exam. Provide a note from a doctor or health care professional (i.e. no x-rays, lab or test results should be provided). Do not email IIBA your note. Instead, add your note to either Google Drive, icloud or a dropbox and email a link to it with your request. If your request involves rescheduling or cancelling an exam, include the exam date and your desired exam date in your email and send to certification@iiba.org. This note should support the need for your special accommodation and include:

- The diagnosis of your health condition or disability that significantly impairs your ability to arrive at, read or write the exam, or any other related skills required to complete the examination
- The specific recommendation for your special accommodation(s)

Once the request is approved, IIBA will send out an email on how to schedule for the exam.
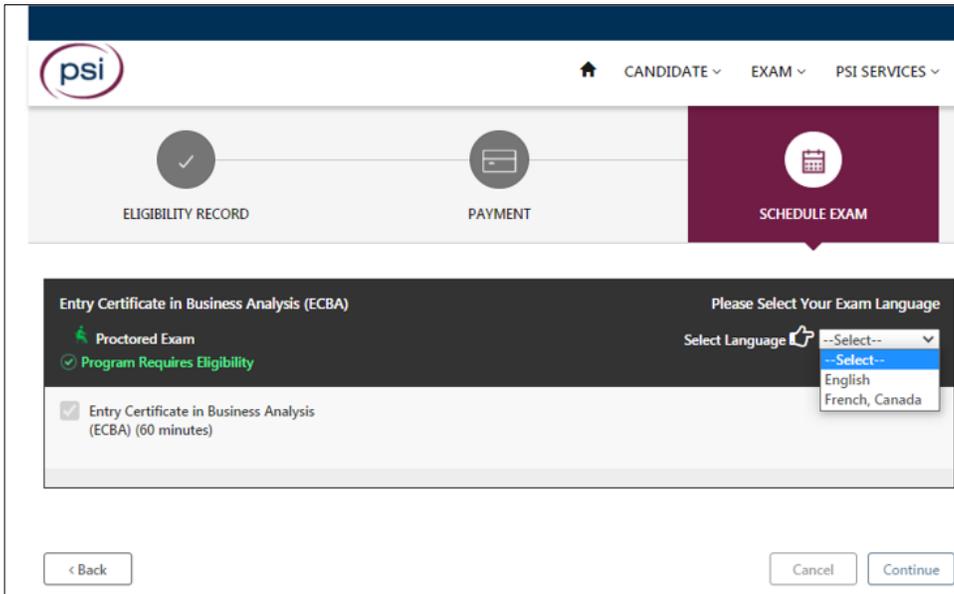
8.0 Exam Scheduling

8.1 Schedule the Exam

Once you have purchased the exam and agreed to the Attestations, you will be able to schedule the exam. Login to your IIBA portal and click on "My Certifications" and select "Schedule and Pass Exam". This will take you to the PSI website where you can schedule the exam. Schedule the exam and you will receive a confirmation email from no-reply@psiexams.com confirming your exam appointment.
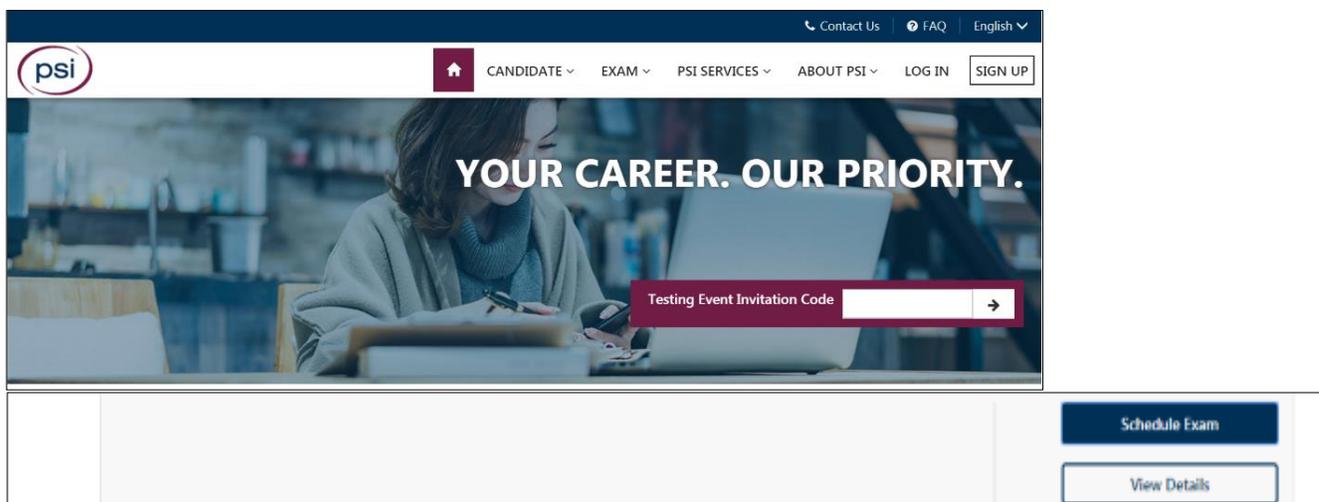
If an IIBA exam is available in a language other than English, you have the option to select a language from the "Select Language" drop-down box.

8.2 Reschedule or Cancel the Exam

Exams must be canceled or rescheduled 48 hours before the scheduled appointment time through the PSI exam scheduling page. Access this through the IIBA portal under "My Certifications" and select "Schedule and Pass Exam". This will link directly to the PSI exam scheduling page.

Select View Details to find the options to Reschedule, Cancel, Schedule, or Launch exam.
Failure to cancel or reschedule within this time will result in forfeiting exam fees.

9.0 What to Expect on Exam Day

Are you ready?

Please ensure you have carefully reviewed this document and understand the rules and requirements for your online proctored exam. Prepare, review and know what to expect.

9.1 How to Start

- Login up to 30 minutes before the scheduled time
- Log into www.iiba.org to initiate the exam launch process
- Ensure the testing environment is clear, quiet, and free from distractions
- Have the mandatory identification ready

NOTE: Be aware that your exam proctor can see you through the web cam and can hear you. However, you will not be able to see or hear the proctor and will communicate with the proctor though the live chat feature.

9.2 Acknowledge IIBAs Exam Rules

Before you can begin the exam, you will be asked to agree to the Exam Admission Rules:

General Instructions
- Do not use cell phones, smartwatches, tablets, or any other type of electronic devices
- Do not capture screenshots of the test screens or the test results page
- Do not write down exam content
- Do not talk, whisper, or move your lips
- Avoid covering your mouth
- Do not cover the camera to obstruct the proctor's view
- Your entire face must be visible to the camera at all times
- Exam setting must be in a private space, not an open public area
- Do not have anyone else in the room with you
- Workspace must be well lit with proper lighting
- You must remain at your workspace area (desk or table)
- Both hands must be on or above your workspace area

Not Allowed
- IIBA Exams NOT allowed to have a break: AAC/CBDA/CCA/CPOA/ECBA
- Calculator
- Reference materials
- Food and drinks

Allowed
- IIBA Exams ALLOWED to have one 15-minute break. No extra time will be given: CBAP/CCBA
- You are allowed to do stretching in front of the camera as long as you do not leave the camera view. Maximum number of times you can do stretching in only ONCE. It will be counted as stretching if you stand up to do it
- Water in a clear container/bottle with no labels on it
- Blank paper (8.5x11") or white board (8.5x11") to make notes during your exam (note: Proctor will ask that you tear up the paper and erase the whiteboard before ending the exam)

Certain violations may result in termination of your exam and possible forfeiture of your exam fees. If you need any assistance during your exam, click the chat option in the toolbar.

CANCEL EXAM   AGREE

9.3 Check-in Procedure

Throughout the exam, candidates will communicate with the PSI exam proctor through the live chat feature. The proctor will be able to see and hear the candidate during the session. Each session is recorded.

If technical support is required, the proctor may ask a Technical Support Agent to join the chat to help resolve any technical difficulties. The Technical Support phone number will be provided on the screen. Record the number for reference.

- Launch the exam to download the secure browser so that it can install and run on your computer
- Present identification (ID) to the camera, take a selfie, and perform a room scan.
- You can review each of these and re-do if necessary before submitting
- Once complete, proctor will review the ID and room scan
- If multiple monitors are connected, the system will detect this and you will be asked to remove, cover or turn away the screen so that it is not facing you

9.4 Room Scan Tips

- Ensure you scan the entire work area including on top of, and under table or desk
- Scan slowly, left to right, to show surrounding walls and to scan up and down to show the floor and ceiling
- Scan on top of, and under the table or desk and the chair

The exam proctor is looking for security risks and prohibited items and will ask you to remove prohibited items from the room.

9.5 Exam User Interface

The diagram below illustrates the format of IIBA's multiple-choice exams. Navigation buttons and timer are located along the top. The question and answer options are listed in the middle. Select the option you prefer and click "Answer". Use the navigation buttons on the bottom to flag, clear and move through each question. If your exam has a case study, as does CBAP®, it will also appear on the screen.
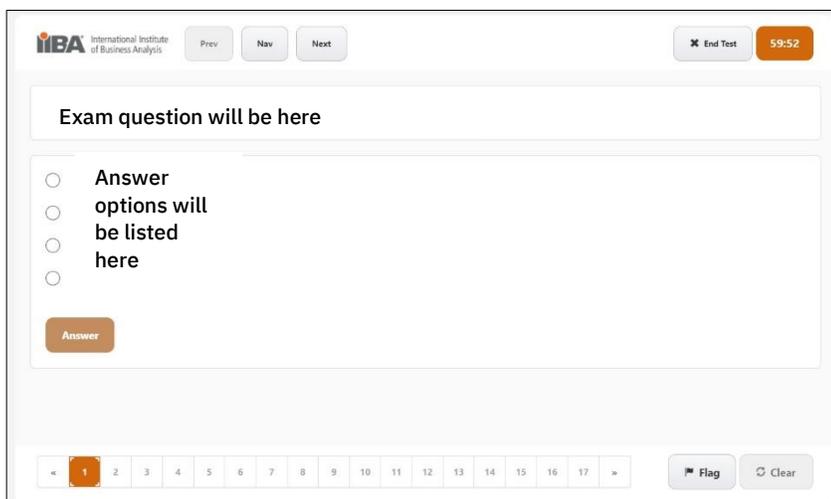
9.6 How to End the Exam

When you have completed answering all of the exam questions, and are ready to submit the exam, press the END TEST button. You will get a message to confirm submission, noting any unanswered questions.

The system will then show the following message:
Are you sure you want to end the test? Click OK to end the test or Cancel to Return.

When you click OK, the exam is considered to be done and will be submitted.

A *pass or fail result will be displayed on the screen*. IIBA does not provide exam scores. Within two business days, you will receive an email from IIBA with the exam performance summary and any next steps required.