

APMG-International

Taking Your Online APMG-International Exam

ProctorU Candidate Guidance



ProctorU Background Information

How it works

ProctorU is a unique service that allows candidates to complete exams, certifications and assessments at any time via a remote proctor while still ensuring academic integrity for the awarding body/institute.

Preparing for an Exam

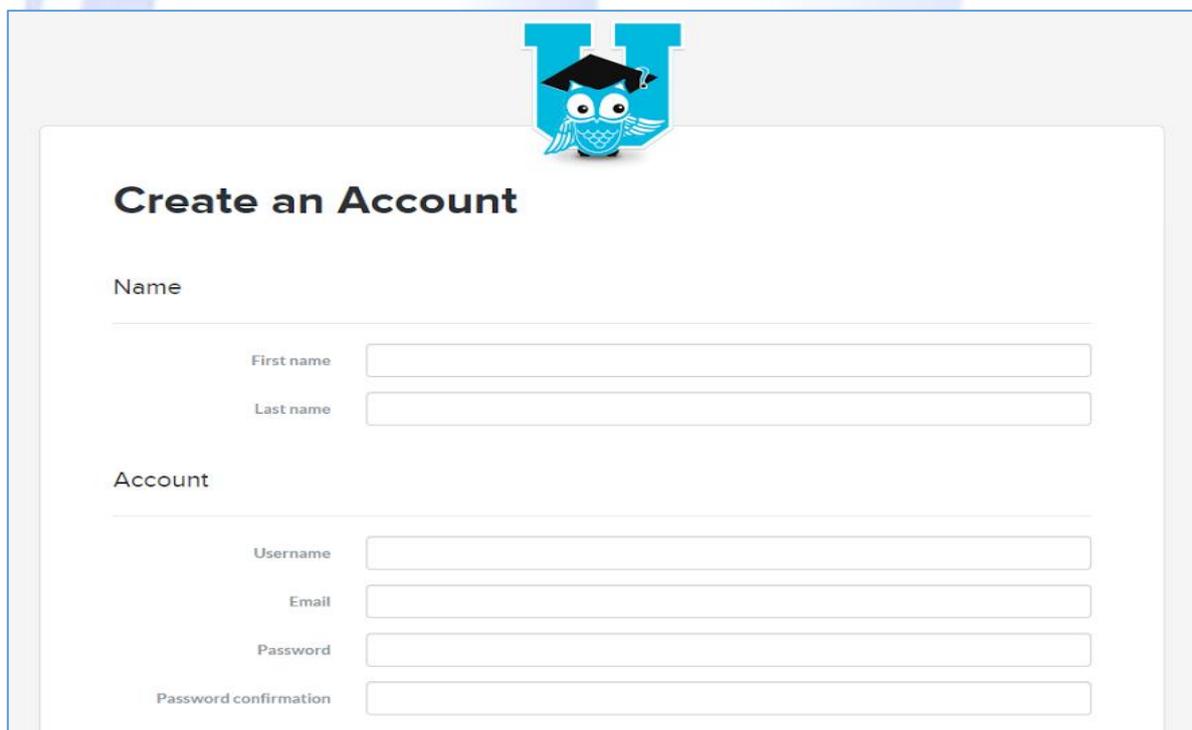
Exams can be taken through ProctorU 24-hours-a-day, seven-days-a-week. During your exam, you will be connected real-time to a live Proctor/Invigilator whose role is to guide you through the process.

Scheduling Your Exam

ProctorU allows candidates to take an exam soon or by appointment. All appointments should be made at least one hour in advance. Contact your training organisation to obtain the booking reference and exam expiry date for your order if these have not already been supplied, these are required so ProctorU can log you into the exam. Once you have the booking reference simply create an account at www.proctoru.com/apmg-international by clicking on the “Sign up” link, and follow these steps to make your reservation.



Candidates can then confirm their personal information before being logged in.



Create an Account

Name

First name

Last name

Account

Username

Email

Password

Password confirmation

You will be required to upload your profile picture before exiting this section . Ensure a clear recent image is used to better enable identification.

Picture

Image No file chosen
or [Switch to camera view](#)

Terms

I agree to ProctorU's [terms of service](#)

Select the "My Exams" option located at the top of the page, then select "Schedule New Exam".

My Exams My Cart

My Exams

EXAM	DATE & TIME	TYPE	
You currently do not have any exams scheduled. Click "Schedule New Exam" to add your next test.			
<input type="button" value="SCHEDULE NEW EXAM"/>			

Choose your institute (APMG-International), Select a term (Current Assessments) and Exam type (COBIT5® & SDI Foundation used for illustration purposes only).

Select New Exam

1. Confirm your institution: APMG-International*

2. Select a term: Current Assessments

3. Select your exam: COBIT 5 Foundation

[Find Reservations](#)

Having trouble? Give us a call at **855-772-8678**

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At the next screen select your preferred date and time (check AM/PM as military time is not used – book to take before exam expiry date, confirm this date with your training organisation). The examination type selected will appear at the top of the page with all corresponding institute/course details.

Schedule Exam

Selected Exam (Change) ⓘ

Exam: Institution: Course: Term: Institution: Duration:

Available Times ⓘ

Filter Results ⓘ Use My Preference [View All](#)

9:00 AM 12:00 PM 3:00 PM 6:00 PM 9:00 PM

MON 9/22 TUE 9/23 WED 9/24 THU 9/25 FRI 9/26

17 of 17 Available Reservations [Show all](#)

PLEASE NOTE: If you have already accessed your preferences and set your preferred day/time, only exams slots of the date and time set in your preferences will be displayed. You can amend these at any time to display all possible available dates/times by accessing your preferences, or using the “View All” button located to the right of “Filter Results”.

Once you have found your required date/time click the “Book It” button within the required time slot.

Once the date and time has been selected insert the booking reference into the comments box and click “Proceed to Cart”. Candidates will receive email confirmation.

EXAM	DATE & TIME	TYPE	PRICE
Chosen Exam type displayed here	09/25/2014 11:45PM GMT-1	Classic	\$0.00
Chosen Exam type displayed here	09/25/2014 11:45PM GMT-1	Take it soon	\$0.00
TOTAL:			\$0.00

Your booking request is now complete. Finally click the “Make Payment” option to finalise the process.

PLEASE NOTE: No additional charges should be listed at this stage. If you receive a fee denomination please call 01494 452450 using option 1 for assistance, or e-mail help@apmg-international.com – Your order receipt will be displayed at the next page. Please retain this for any future correspondence.

Candidate Checklist

- Test your equipment at www.proctoru.com/apmg-international before your exam session to confirm the computer being used is compatible with the ProctorU service. This site runs an automated check on your system, or connects you with an individual if required. Please see our technical requirements listed in the 'Exam Registration Process' section that follows.
- Make sure your internet connection is fast and reliable. If you are connected through a Wi-Fi connection, we recommend plugging in to the modem to avoid poor or unreliable connectivity during the exam. If your Wi-Fi speed drops significantly this can result in interrupted footage, and possibly void your examination.
- If you are taking a PRINCE2® Practitioner exam you are permitted to use the official Manual during the exam. The manual must not contain any inserts.
- Have your valid photo ID ready to verify identity.
- If your webcam is attached to your computer, make sure to have a mirror or reflective surface such as a mirror, CD, cell phone or electronic tablet screen available so the proctor can inspect the computer monitor edges and keyboard.
- Please turn off all mobile devices and find a comfortable, quiet spot in a well-lit room. Make sure the room's light source, such as a window or lamp, is in front of you in order to avoid shadowing or glare. Your proctor will need a clear view of your face and surroundings prior to granting access to the exam.
- At the date and time of your exam, return to www.proctoru.com/apmg-international and log in. A message will appear saying, "Start Exam." Click on this button and it will automatically take you to the proctoring room.
- Next, click the button under Step 1 that says "Click to Download." You will be prompted to download and run a file. Instructions to run the file will vary based on your internet browser.
- ProctorU will run an applet, or temporary program, on your computer that will allow us to view your screen and programs running during your exam session. This program will expire once you close the exam session. Please ensure that all programs not related to the exam are closed before logging in to ensure the best experience. Obtain your booking reference and expiry date from ATO.
- Once connected, the proctor will guide you through the testing process and into the exam. If you experience any technical issues or lose connectivity, please call ProctorU immediately on +1 855-772-8678. If there is an audio lag due to internet connectivity please use the chat windows to communicate. Alternately you may call 01494 452 450 using option 1 for APMG technical support, or mail help@apmg-international.com.
- Your allotted exam time begins once you are entered into the exam by your proctor.

ProctorU Exams: Candidate User Guide

1. Introduction

Thank you for choosing to sit your examination through APMG-international. As you are using the ProctorU service, please ensure you read the following information to ensure that you are fully aware of the regulations before you sit your examination.

PLEASE NOTE: Failure to comply with the regulations during your examination may result in your exam result being voided and no refund will be given.

2. User/System Requirements

- To take your exam via ProctorU, you will need to use a system with the minimum requirements:
- PC Users: A reliable computer running Windows XP or higher with 1024 MB of RAM or higher.
- Mac Users: A reliable computer running Mac OS X or higher.
- A web cam with a minimum resolution of 640x480 (web cams built into laptops or monitors are acceptable).
- Working speakers connected to the computer or use of a headset pre-exam and use of the chat pod during the exam.
- A microphone connected to the computer (your webcam/laptop/headset may already have one).
- A reliable, high speed internet connection (minimum 768 Kbps/384 Kbps Download/Upload).
- A web browser with Adobe Flash Player installed, we recommend Google Chrome.

3. Examination Regulations

Please note that, in addition to the guidance specific to your examination provided to you before your exam begins, the following are requirements of using ProctorU:-

Setting up the examination room

Whilst we appreciate that the ProctorU system will be used in a variety of locations, please follow the guidance below to ensure the room in which you are taking the examination is acceptable. Failure to do so may result in your exam being revoked.

- There should be no material relating to the examination unless pre-approved on the walls, floor or desk in the room.
- APMG recommend no one else is present in the room, but if unavoidable then additional people may be present but no contact should be made.
- Any books within the room should be closed and away from the desk area.
- The desk area should be clear of any paperwork.
- Do not have any radios/music/television devices on in the background.
- No communication devices, including phones, should be available to you for the duration of the exam.
- You may use a headset during set up phase but this **MUST** be removed during the exam.

Before the examination starts

- Please have your booking reference to hand, you can get this from your training provider.
- You will be asked to show photo ID – this must be a driving license, passport or military ID card. Your photo should be made clearly visible to the camera. Please ensure you have your ID ready. If you do not clearly provide your ID when prompted, your exam may be voided.
- You will be asked to use your web cam to show a 360° scan of the room, including your desk, the ceiling and floor area around the desk. **Please ensure you scan the environment slowly enough for the camera to be able to suitably transmit the surroundings.** If you do not satisfactorily complete this process your exam may be voided. Ensure that you have a clean desk with no unauthorized reference materials available.

During the examination

When you are taking the examination, there are several activities which, if seen, will be reported to APMG as suspicious and may lead to your examination result being voided without refund. The list below provides some examples of such suspicious activities:

- Accepting or making phone calls.
- Communication of any kind with organizations/individuals, including instant messaging.
- Use of any programs/software other than the authorized exam program.
- Wearing/using headsets during the exam, you can use headsets to communicate with the Proctor prior to starting your exam, headsets are to be removed during the exam and chat window can be used for communication.
- Talking aloud.
- Leaving the room (unless a restroom break is within the exam rules and agreed with the Proctor)
- Taking notes (unless using an approved erasable board and marker pen. Notes must be erased in front of the Proctor after the exam, see board rules below.)
- Reference to any unauthorized materials.
- Attempting to load other programs on your system during the examination (including viewing documents, web browsing or email access).
- Attempted use of a remote access connection or virtual environment.
- Insufficient or incomplete webcam footage. **Please ensure your webcam is placed above your screen/monitor looking towards you, focused on your face, for the duration of your exam.**

Other activities, such as repeated movement which may suggest reference to unauthorized materials, will also be reported for review. In these instances we may contact you to request clarification on the activity and reserve the right to either void your result or request you re-sit the examination.

Board rules (Dry wipe board / wipe clean tablets / Dry erase boards):

- Paper is definitely not allowed.
- APMG will not provide the boards, however will allow candidates to use their own boards if they wish to take notes during the exam.
- Candidates will need to show a clear board before starting their exam.
- Candidates will need to accept they may be asked to show the board/desk from time to time during the exam.
- If a candidate refuses to wipe their board clean at the end their result will be voided.

4. Results

Please note that your results will not be confirmed until we have reviewed the footage of your examination, including the webcam footage and screen captures of your system taken during the exam.

The result that appears at the end of your exam is a preliminary result only and is subject to the review process. If no breaches or concerns are identified, your results will be issued to you within 10 working days of your examination. In circumstances where breaches or concerns are identified, we will inform either yourself or your Accredited Training Organization (ATO) outlining next steps.

Exam Entry/Registration Process

1. To begin the process, check the details in your booking confirmation email and follow the instructions

Welcome, and thank you for choosing APMG International!

Included within this e-mail is your official exam information. Please follow the instructions carefully.

Please provide ProctorU with the details below, retain this information for your records.

Booking Ref	Exam	Language	Extra Minutes	Expiry Date	Authorisation Code Begins With
Note Booking reference	COBITS	English	0	08 March 2015	ZMXDQ

You must have scheduled and completed your exam prior to the expiry date.

Follow the steps below to schedule and take your exam.

1. Google Chrome is the recommended browser. Download Google Chrome here - <https://www.google.com/chrome>.
2. Try a sample exam to test your browsers functionality <http://www.apmg-exams.com>.
3. Please click <http://www.proctoru.com/testitout> to check that your computer and network performance meets the minimum requirements to take a ProctorU exam.
4. Create a new account with ProctorU by clicking <https://www.proctoru.com/portal/apmg-international> and select 'Sign Up'.
5. Schedule your exam using the link: <https://go.proctoru.com> (Input the beginning of your booking reference & Authentication code in the comments window).

Please follow the ProctorU instructions on the day of the exam and read the exam rules carefully, take note of your candidate ID when logged in.

Download our candidate guidance for further information: [Click here](#)
FAQs - [Click here](#)

If you require any assistance with our online exams, please either call us using the relevant telephone number below or email help@apmg-international.com and we will call you back.

UK: +44(0) 1494 452 450
US: +1 8 557 733 403
Australia: +61 18001 709 20

Press option 1 for Technical assistance.

If you are calling from outside of these countries, simply dial any of the numbers above.

Our Technical Helpdesk is available 24/7, 365 days a year.

Thank you
APMG International
<http://www.apmg-international.com>

2. Click on the "<http://www.proctoru.com/testitout>" option to ensure your computer and network performance meets the minimum requirements to take a ProctorU exam. Technical specifications are detailed on page 8 of this guide and below.
3. Click on the link to test your equipment. If you have any questions, fail any of the checks or require assistance, complete the ProctorU Help Desk support form – this will connect you to a ProctorU technician who will provide assistance.

Home Log in Sign Up Technical Specifications How It Works Getting Started Contact ProctorU

Technical Specifications

1. PC Users: A well-working computer running Windows XP or higher with 1024 MB of RAM or higher.
2. Mac Users: A well-working computer running Mac OS X or higher.
3. A web cam with 640x480 video pixel resolution (web cams built into laptops or monitors are acceptable).
4. Headphones or working speakers connected to the computer.
5. A microphone connected to the computer (your web cam or laptop may already have one built into it).
6. A reliable high speed internet connection (minimum 768 Kbps/384 Kbps Download/Upload).
7. A web browser with Adobe Flash Player installed.

Click here to test your equipment.

Watch the ProctorU Demo



Schedule an Exam





Powered by ProctorU

PLEASE NOTE: These are preliminary system checks only to confirm the relevant equipment is available. Further system checks are carried out when entering your exam. If you have queries regarding your system specification you may also call 01494 452 450 option 1 for technical assistance, or email help@apmg-international.com.

ProctorU Open 24 hours a day, 7 days a week
Having trouble? Call us: 855-772-8678

Camera Check	Microphone Check	Port Check	Bandwidth Test	Flash Check	OS Check
Detected	Detected	Ports open	Speeds met	Supported	Supported

Have questions? Need help? Fill out the information and connect to a live ProctorU technician who will assist you.

Name

Institution

Date of your exam

Brief description of what you need help with

[Connect to a live person](#)

- When you have successfully passed the equipment checks you may exit this page and log into your account where you will now see your countdown timer.

My Exams SCHEDULE NEW EXAM

Time to hit the books! Your next exam begins in: **0 : 1 : 36**
DAYS HOURS MINUTES

EXAM	DATE & TIME	TYPE	
Chosen exam type displayed here	09/25/2014 1:30PM GMT-1	Classic	RESCHEDULE

New to ProctorU? Find answers to your questions here. Help Desk

- Once the countdown timer reaches zero you will now see a “Start” button instead of the option to reschedule. Once you click the “Start” button you will be prompted to confirm that you agree to being recorded by clicking “OK”

My Exams SCHEDULE NEW EXAM

Time to hit the books! Your next exam begins in: **0 : 0 : 0**
DAYS HOURS MINUTES

EXAM	DATE & TIME	TYPE	
Chosen exam type displayed here	09/25/2014 1:30PM GMT-1	Classic	START

New to ProctorU? Find answers to your questions here. Help Desk

The page at https://go.proctoru.com says:

By clicking on OK, you agree to be automatically recorded.

OK

Get Live Help

SWF - 460x385

Click the Download? button to begin.

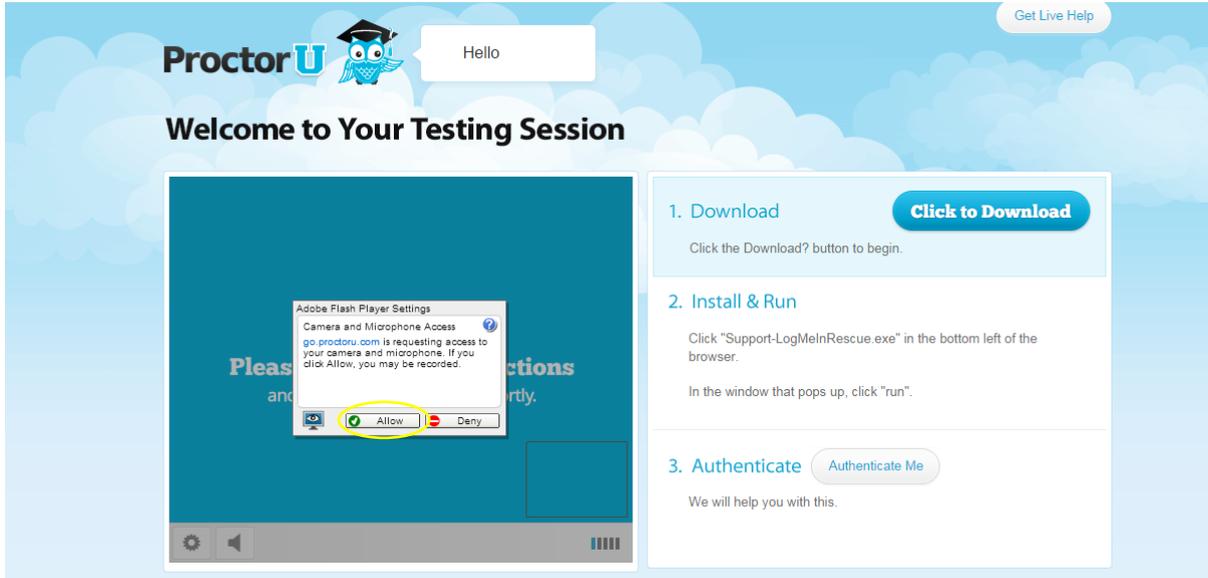
Click "Support-LogMeInRescue.exe" in the bottom left of the browser.

In the window that pops up, click "run".

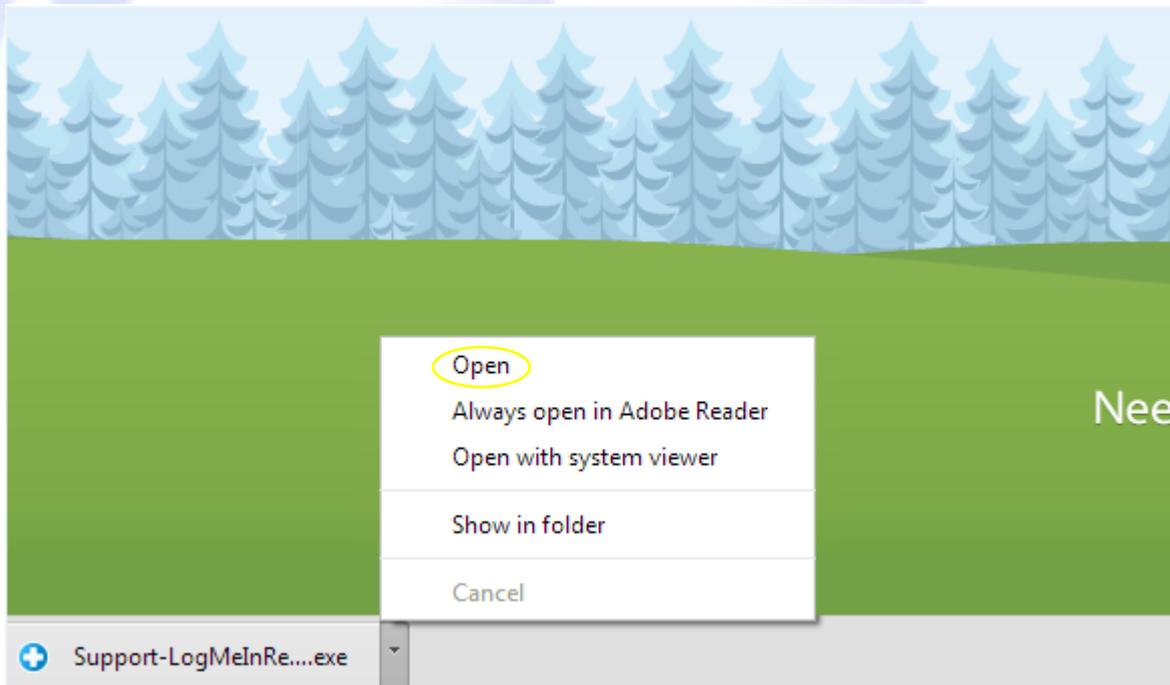
[Authenticate Me](#)

We will help you with this.

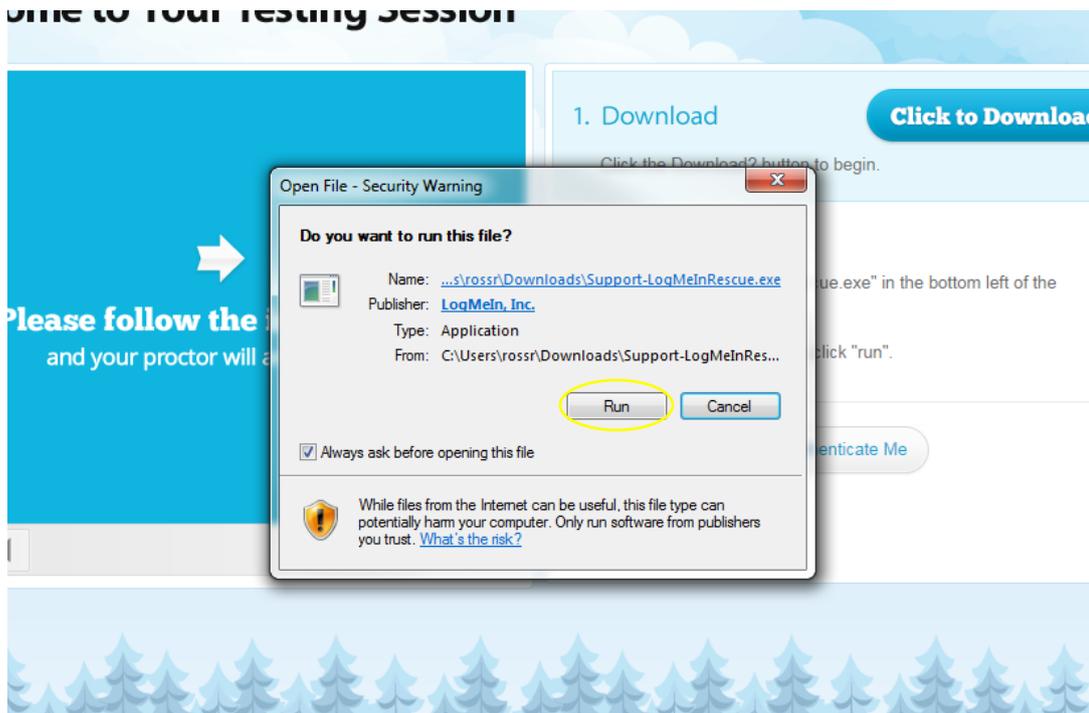
- In order to access the exam ProctorU will need to control various aspects of your PC/MAC temporarily. Simply click allow



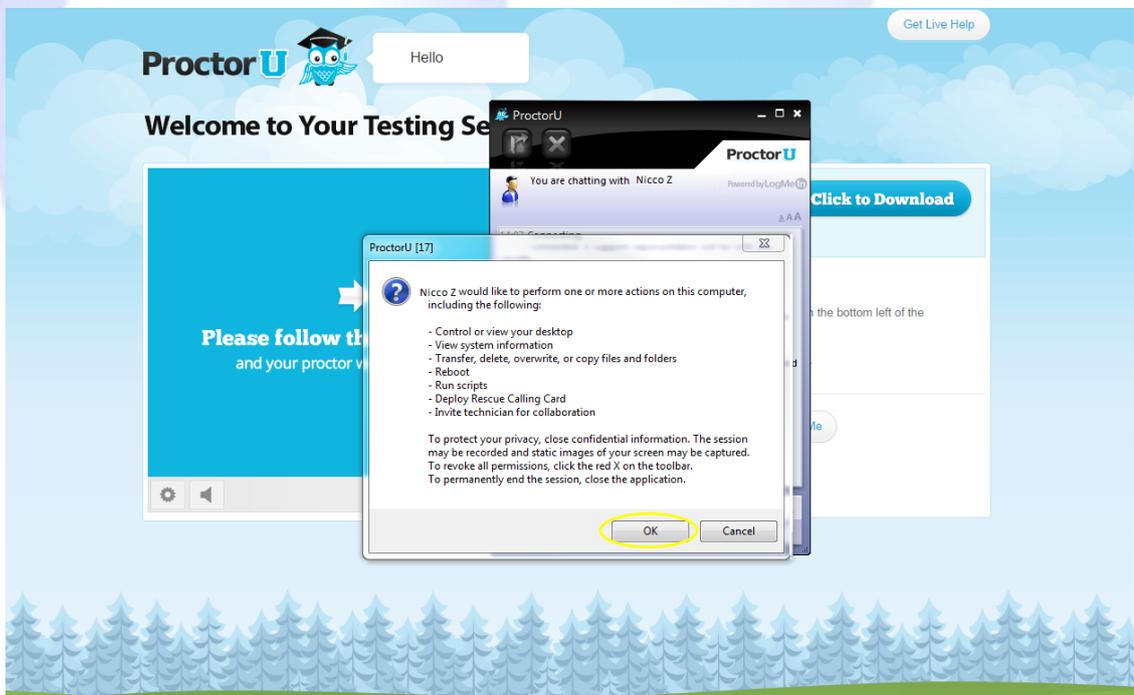
- Now click "Click to Download" to to begin and (if in Chrome) you will see your down load at the bottom of the screen (This will download to your default download folder otherwise) Click the download and select "Open"



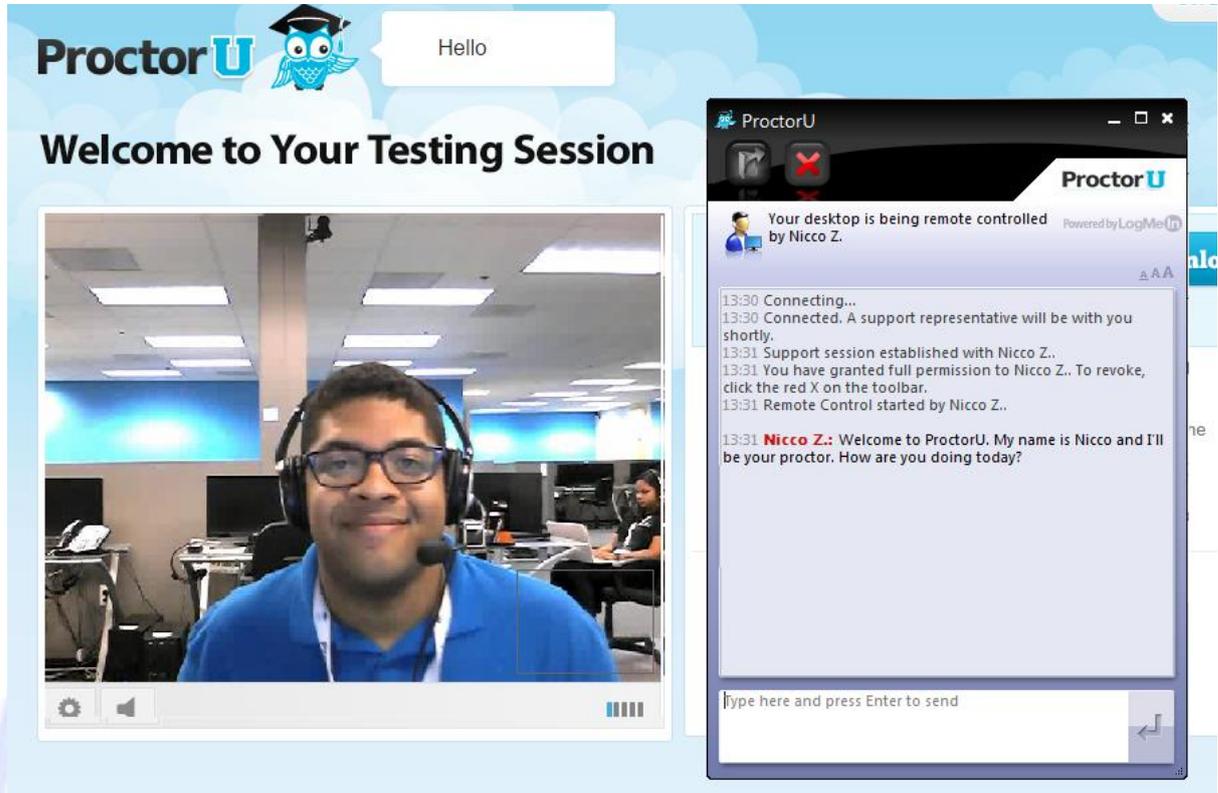
- 8. You will then be prompted to run ProctorU's software to connect to a remote Proctor



- 9. Once installed you will be presented with a chat box advising a Proctor is connecting Shortly. Click "OK" to approve the connection.



- Once connected you will see your remote Proctor who will introduce themselves and begin the final checks to get you started – Please bear in mind on rare occasions your Proctor may change. This should be a smooth transition without disturbing you. If you are disturbed please let the proctor know so they can mute their headphones.



If at any stage during your registration process you are disconnected from your Proctor or have any problems entering your exam please contact APMG Technical support immediately for assistance.

Once your exam is complete please inform the Proctor via the chat window so they can witness the exam submission upon completion. Failure to do so may result in your exam being voided.

Support Contacts:

APMG Technical Support - UK: 01494 452450 alternate number 0845 811 1101
US: 1-855-773-3403
AU: +61 18001 709 20

Email - help@apmg-international.com

ProctorU - (00) +1 855-772-8678

Email - passwords@proctorU.com