

A GUIDE TO YOUR COMPUTER BASED EXAM



REMOTE PROCTORED ONLINE EXAMS

WITH ONLINE PLATFORM



PROCTOREXAM

TABLE OF CONTENTS

- 1. WHAT IS REQUIRED**
- 2. HOW TO BOOK YOU EXAM**
- 3. BOOKING YOUR OWN EXAM APPPOINTMENT**
- 11. THE SYSTEM TEST**
- 20. ACCESS TO YOUR EXAM SESSION**
- 22. THE SET UP BEFORE YOUR EXAM STARTS**
- 26. STARTING YOUR EXAM**
- 29. DURING YOUR EXAM**
- 31. FINISHING YOUR EXAM & VIEWING YOUT RESULT**
- 33. WHAT IS ALLOWED DURING YOUR EXAM**
- 34. RESCHEDULING YOUR EXAM APPOINTMENT**
- 38. FAQ's**

WHAT IS REQUIRED



Desktop or laptop with a webcam and a microphone

To take the exam, you will need a laptop or a desktop computer, as the Google Chrome extension required to share your screen is not compatible with mobile devices. Your laptop or desktop must be equipped with a webcam and a microphone.

Operating system: Windows 8 and higher, Mac OS X and higher, ChromeOS and most Linux distributions.



Google Chrome or Microsoft Edge Chromium browser (a Chrome extension will need to be installed)

No installation of unnecessary software is needed, but please make sure you have the latest version of Google Chrome or Microsoft Edge so that you can add the extension required for screen sharing. Please make sure that you have the administrator rights in order to add the extension to your browser.



Photo ID

Before starting the exam, you will need to identify yourself with your passport, ID card, or driver's license that includes your full name and photo on it. Make sure you are registered for your exam with iSQI with the same name that is on your ID



Tablet or smartphone with a camera

You will be required to use the camera of your smartphone or tablet to monitor your exam. You will need to download the Proctor Exam app (34MB) which is compatible with any Android 5.1 or higher and iOS (Apple) 10.0 or higher.

The app is not supported on Huawei P30, Samsung Galaxy A3 or Google Pixel 3 & newer



Stable internet connection

In order to run the exam without any problems, you need to have a steady internet connection (Wi-Fi will be required for mobile streaming) with a minimum upload speed of **1,5 Mbps** (megabits per second).



HOW TO BOOK YOUR EXAM

If a Training Provider ordered your exam

Exam date booked by your Training Provider

- Your training provider will provide iSQI with your name and email address and you will receive an email from exams@proctorexam.com a few days before the exam session is due to take place, to complete your system test
- You will also receive a confirmation email from exam@isqi.org confirming the details of your exam.

Training provider has indicated that you will book your own appointment

- Your training provider will give iSQI your name and email address and you will receive an email from exam@isqi.org with a voucher code to book your exam at <https://booking.isqi.org>
- Once you have booked an appointment, you will receive an email from exam@isqi.org confirming your appointment You
- will also receive an email from exams@proctorexam.com, with a link to complete your system test

If you purchased an exam voucher in our shop

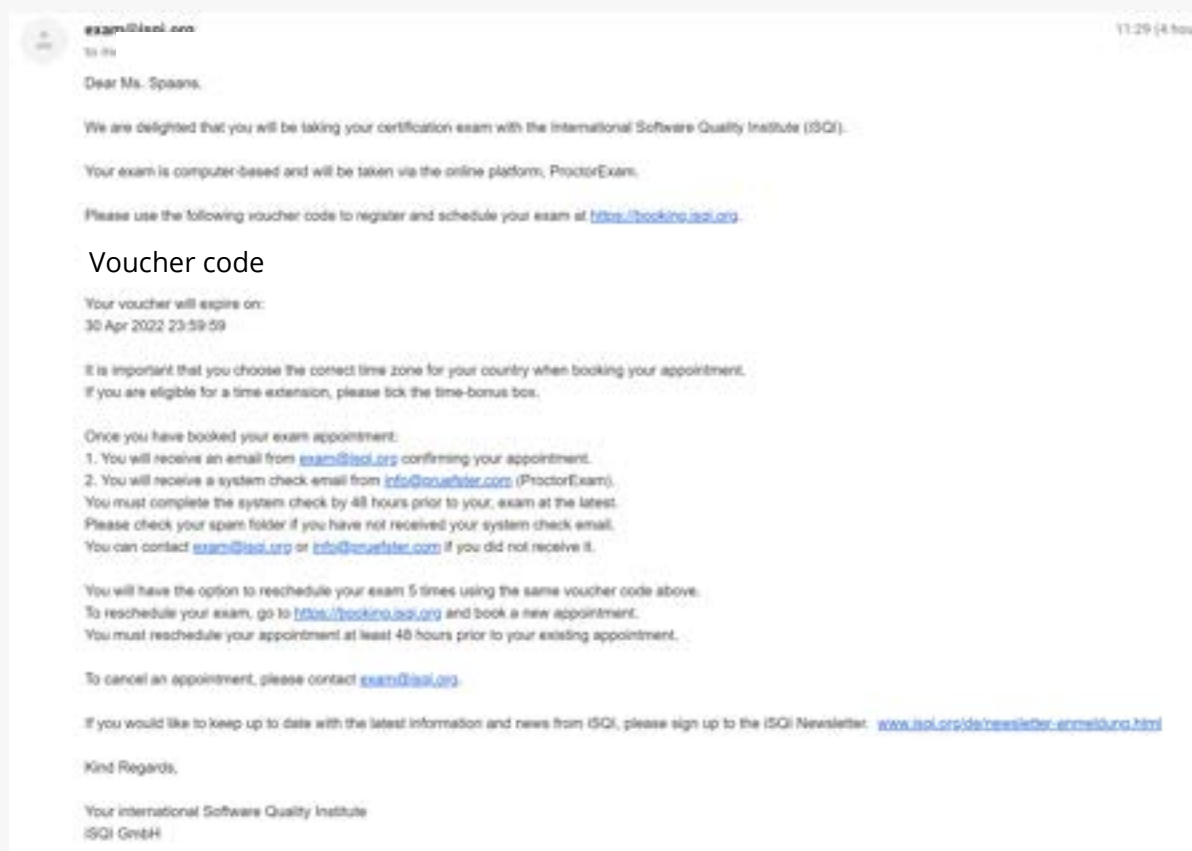
- You will receive an email from exam@isqi.org with a voucher code within 24 hours, to book your exam at <https://booking.isqi.org>
- Once you have booked an appointment, you will receive an email from exam@isqi.org confirming your appointment
- You will also receive an email from exams@proctorexam.com, with a link to complete your system test



BOOKING YOUR OWN EXAM APPOINTMENT

Step 1

You will receive an email from exam@isqi.org with a voucher code to book your exam at <https://booking.isqi.org>



! Your voucher is valid for 1 year. Please take note of the expiry date. Your exam MUST be taken before this date. We cannot replace the voucher once it has expired and you will not be entitled to a refund

Step 2

Copy the voucher code and click on the link <https://booking.isqi.org> in the email



BOOKING YOUR OWN EXAM APPOINTMENT

Step 3

Enter your voucher code and click '**Submit your voucher**'

← → ↻ booking.isqi.org/en/

iSQI

Order your exam

Enter your voucher code*

Submit your voucher

© 2021 iSQI Inc. (International Software Quality Institute)

Step 4

Check that you are registered for the correct exam, select the available exam and click on '**Book Exam**'

iSQI

Choose your exam

Available exams*

☐ ISTQB - Certified Tester - Test Automation Engineer (UKITB) (English)

Book Exam

© 2021 iSQI Inc. (International Software Quality Institute)



BOOKING YOUR OWN EXAM APPOINTMENT

Step 5

Select your exam date and time and fill in your personal data.
Make sure to select the correct time zone!

Order your exam

ISTQB - Certified Tester - Test Automation Engineer (UKITB)
Duration: 90 Minutes

Please select the date and fill in your personal data
The desired time must be at least four days in the future. Please enter the date and time in your own time zone.
Note: This registration is done via a ssl-secured website. Your data are secured via a security certificate.

Date*

Time*

Time zone*

Language to use in Exam*

Company

Salutation*

First Name*

Last Name*

Click on '**Book Now!**'

Street*

ZIP - Code*

City*

Country*

Time Bonus ☐ Herewith I ask for time bonus for non-native speakers and confirm that I fulfil the conditions for the time-bonus.

Student ☐ Yes

Phone

Mobile

E-Mail*

Book now!

© 2021 iSQI Inc. (International Software Quality Institute)



BOOKING YOUR OWN EXAM APPOINTMENT

If you require a time extension for your exam, please tick the **Time Bonus** check-box.



**Please check if you are eligible for extra time.
If you are unsure, please contact exam@isqi.org**

Street*

ZIP - Code*

City*

Country*

Time Bonus ☐ Here with I ask for time bonus for non-native speakers and confirm that I fulfil the conditions for the time-bonus.

Student ☐ Yes

Phone

Mobile

E-Mail*

Book now!



BOOKING YOUR OWN EXAM APPOINTMENT

Step 6

Check that your selected date and time & your details are correct



Exam Registration - Order overview

Please check your data and complete your order by clicking the "Order now" button.

Selected date and time

Date: 2021-06-01

Time: 10:00

Time zone: Europe/London

ISTQB - Certified Tester - Test Automation Engineer (UKITB)

Duration: 113 Minutes

Language to use in Exam

English

Contact

E-Mail:

Time Bonus: Herewith I ask for time bonus for non-native speakers and confirm that I fulfil the conditions for the time-bonus.

☐ I agree that my personal data can be electronically stored and processed by iSQI to provide examination and certification services. The processing and storage of data, invoicing and other administrative activities are carried out by iSQI GmbH (Germany). For further information, refer to our [data privacy policy](#).

☐ I agree that my results can be shared with my training provider (only applicable if you are taking an exam organised through a training provider)

☐ I hereby grant permission that data can be forwarded to the respective responsible qualifications board".



BOOKING YOUR OWN EXAM APPOINTMENT

Agree to the examination terms and conditions and click on '**Book now!**'

Time Bonus: Herewith I ask for time bonus for non-native speakers and confirm that I fulfil the conditions for the time-bonus.

☒ I agree that my personal data can be electronically stored and processed by iSQI* to provide examination and certification services. The processing and storage of data, invoicing and other administrative activities are carried out by iSQI GmbH (Germany). For further information, refer to our [data privacy policy](#).

☒ I agree that my results can be shared with my training provider (only applicable if you are taking an exam organised through a training provider)

☒ I hereby grant permission that data can be forwarded to the respective responsible qualifications board**.

I can revoke my consents at any time by email (to exam@isqi.org) or by post.

Book now!



Order successful

Thank you for your order.



BOOKING YOUR OWN EXAM APPOINTMENT

Step 7

You will receive a confirmation of your booking from exam@isqi.org
Please check that all the details are correct

Dear Candidate

You have booked a remote proctored FLEX exam.

Here are the details of your booking:

Name:
Company:
Street:
ZIP - Code, City:
Country:

ISTQB - Certified Tester Advanced Level - Test Automation Engineer
Language: English
Duration: 90 minutes
Time: 2021-06-10 13:00 (Europe/London)
i.e. 2021-06-10 14:00 German Time

You need to complete a system check by 48 hours prior to your exam, at the latest. You will receive the necessary link for your system check in another email from Pruefstern (info@pruefstern.com).

Please check your spam folder if you have not received this email.

If you do not have this email within an hour after booking your appointment, please contact exam@isqi.org or info@pruefstern.com

Good luck for your exam!

Your iSQI Certification team



BOOKING YOUR OWN EXAM APPOINTMENT

Step 10

You will also receive an email from exams@proctorexam.com with a link to download the chrome extension and another link to complete the system test.

Check your system

Hello, Hallo, Hola, Bonjour

English GB

You have been registered for an online exam " 2021-06-10 1200 EN-ISTQB UK/ITB TAE

The exam can be done in Google Chrome or Microsoft Edge Chromium.
Please run the check a few days before the exam in order to be able to react to problems.

1. Add the browser extension:
<https://chrome.google.com/webstore/detail/proctorexam-screen-sharing/digojkgonhgmnohbaodfjllonmjmdhpg>
2. Complete the system check:
https://pruefstest.proctorexam.com/check_requirements/1df9a7d1a49e28c7a204b97a75d29b44
3. Once the check is completed, you will receive the access link.

Problems?
Check the support guide:
<https://copterunide.typeform.com/to/AYOlpdAa>



If you have not received your system test email, please first check your spam folder

If you still don't have the email, please contact exam@isqi.org

THE SYSTEM TEST



You will receive an email from exams@proctorexam.com with a link to download the chrome extension and another link to complete the system test

! You must complete the system test by 48 hours prior to your exam at the latest.

Check your system

Hello, Hallo, Hola, Bonjour,

English GB

You have been registered for an online exam * 2021-06-10 1200 EN-ISTQB UKITB TAE

The exam can be done in Google Chrome or Microsoft Edge Chromium.
Please run the check a few days before the exam in order to be able to react to problems.

1. Add the browser extension:

<https://chrome.google.com/webstore/detail/proctorexam-screen-sharin/dgokgonhgmmnhbardfjipnmjmdhpg>

2. Complete the system check:

https://pruefstester.proctorexam.com/check_requirements/fdf9a7dfa49e28c7a204b97a75d29b44

3. Once the check is completed, you will receive the access link.

Problems?

Check the support guide:

<https://cooterunide.typeform.com/to/AYQipdAa>

Questions?

Check the student FAQ:

<https://pruefstester.com/student-faq>

THE SYSTEM TEST



Step 1

Download the Chrome Extension

You will need to install a Google Chrome screen sharing extension

! Please be aware, you will need administrator rights to install this and you must not be connected to a VPN.

Step 2

Click on the second link in the email from ProctorExam to start the system test



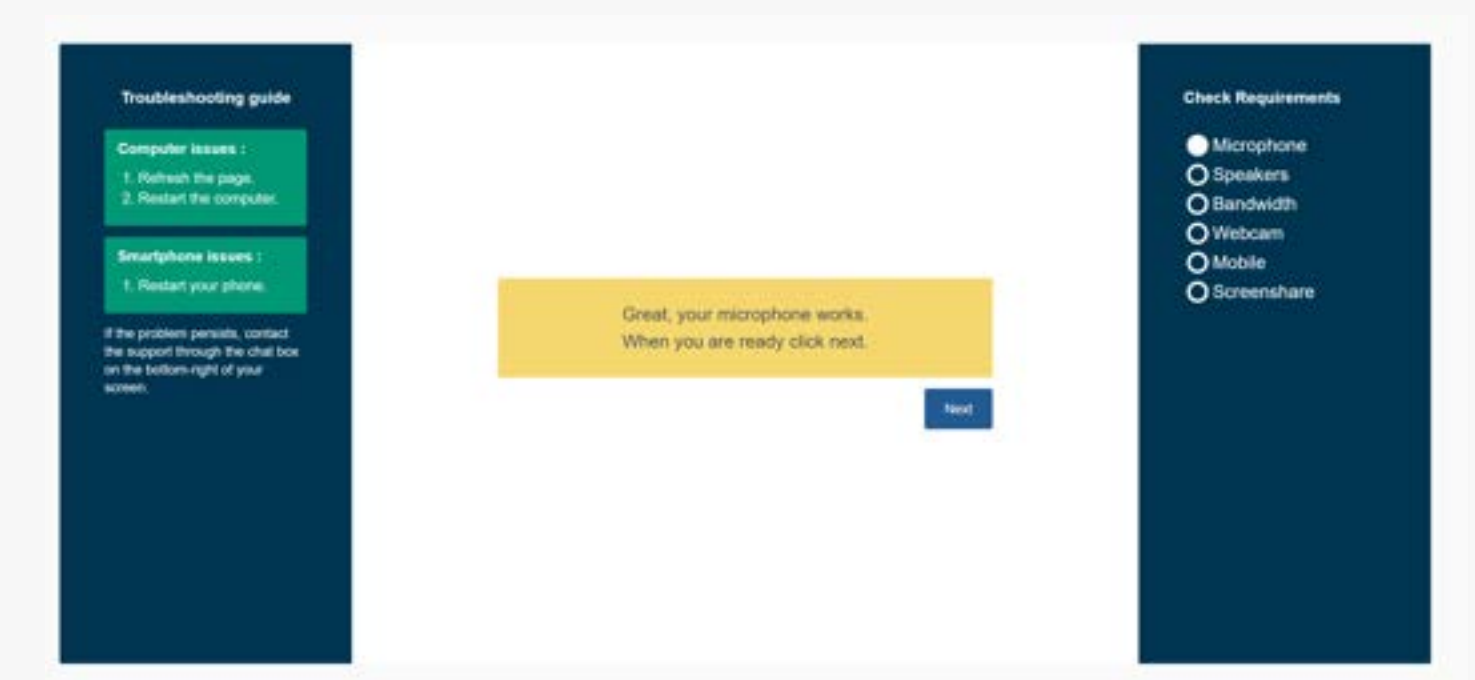
Step 3

Click on Start System Test and complete the checks

THE SYSTEM TEST



Allow access to your microphone and test it by saying something out loud



THE SYSTEM TEST



You should then hear some music to test your speakers

Troubleshooting guide

Computer issues :

1. Refresh the page.
2. Restart the computer.

Smartphone issues :

1. Restart your phone.

If the problem persists, contact the support through the chat box on the bottom-right of your screen.

Can you hear groovy sample music?

No Yes

Check Requirements

- ☒ Microphone
- ☐ Speakers
- ☐ Bandwidth
- ☐ Webcam
- ☐ Mobile
- ☐ Screenshare

Troubleshooting guide

Computer issues :

1. Refresh the page.
2. Restart the computer.

Smartphone issues :

1. Restart your phone.

If the problem persists, contact the support through the chat box on the bottom-right of your screen.

Great, your speakers work.
When you are ready click next.

Next

Check Requirements

- ☒ Microphone
- ☐ Speakers
- ☐ Bandwidth
- ☐ Webcam
- ☐ Mobile
- ☐ Screenshare

THE SYSTEM TEST

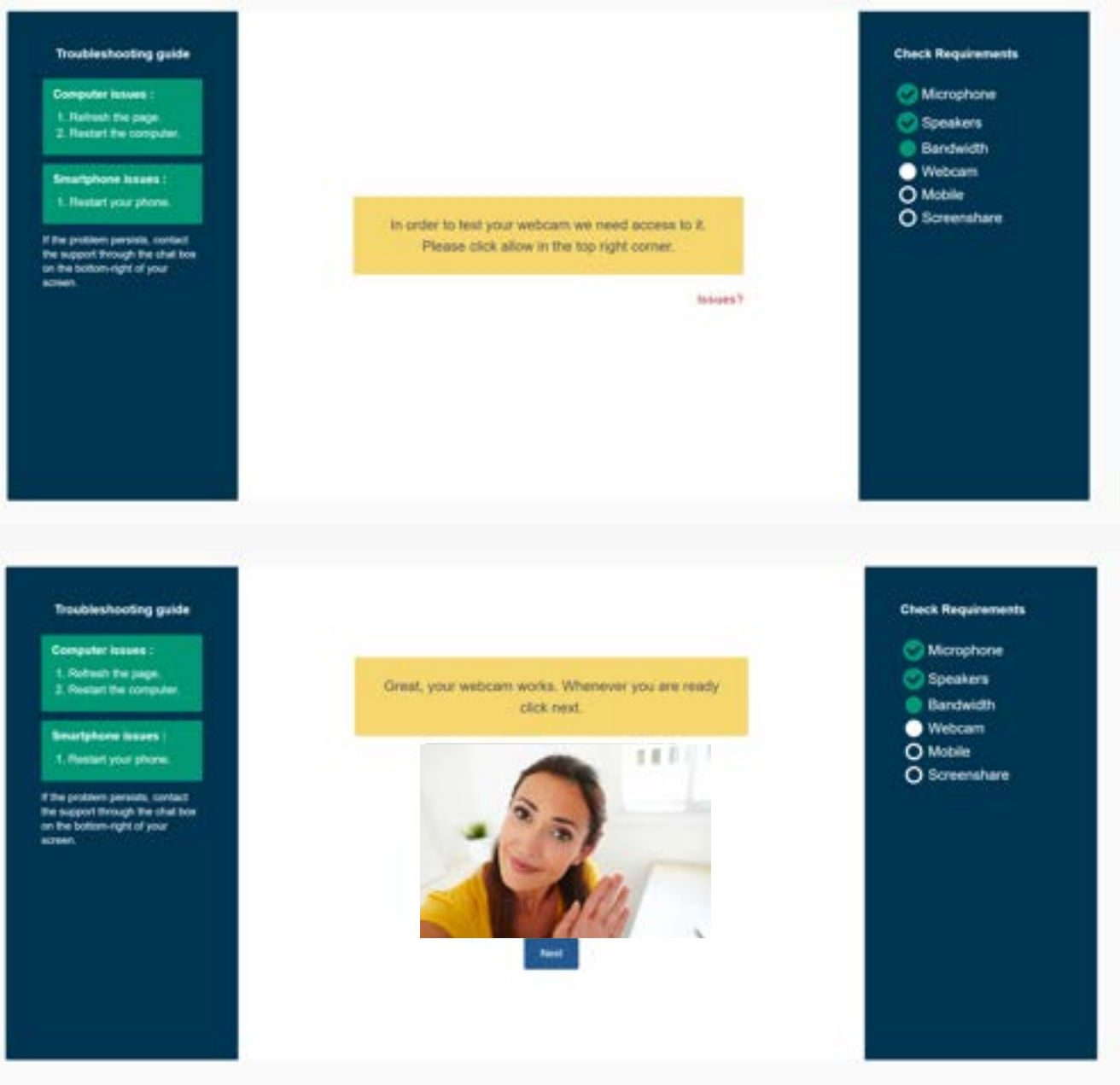


Please test your internet speed - this is your own responsibility. To take your exam you will need a decent and stable internet connection with a minimum upload speed of **1.5 Mbps**

The screenshot displays the iSQI system test interface. On the left, a dark blue sidebar contains a 'Troubleshooting guide' with sections for 'Computer issues' (refresh page, restart computer) and 'Smartphone issues' (restart phone). Below these is a note about contacting support. In the center, a yellow box states: 'For the exam, you will need a decent and stable internet connection with a minimum of 1.5 Mbps upload speed. Having a good internet connection is your own responsibility!'. A 'Next' button is located at the bottom right of this box. On the right, another dark blue sidebar titled 'Check Requirements' lists: Microphone (checked), Speakers (checked), Bandwidth (unchecked), Webcam (unchecked), Mobile (unchecked), and Screenshot (unchecked).

THE SYSTEM TEST

Allow access to your webcam and test your camera



THE SYSTEM TEST

Download the ProctorExam Mobile App and scan the QR code on screen

Troubleshooting guide



Computer issues :

1. Refresh the page.
2. Restart the computer.

Smartphone issues :


1. Restart your phone.

If the problem persists, contact the support through the chat box on the bottom-right of your screen.

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!

[Issues?](#)

Check Requirements

- ☒ Microphone
- ☒ Speakers
- ☒ Bandwidth
- ☒ Webcam
- ☐ Mobile
- ☐ Screenshare

Troubleshooting guide

Computer issues :

1. Refresh the page.
2. Restart the computer.

Smartphone issues :

1. Restart your phone.

If the problem persists, contact the support through the chat box on the bottom-right of your screen.

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 pincode again when required



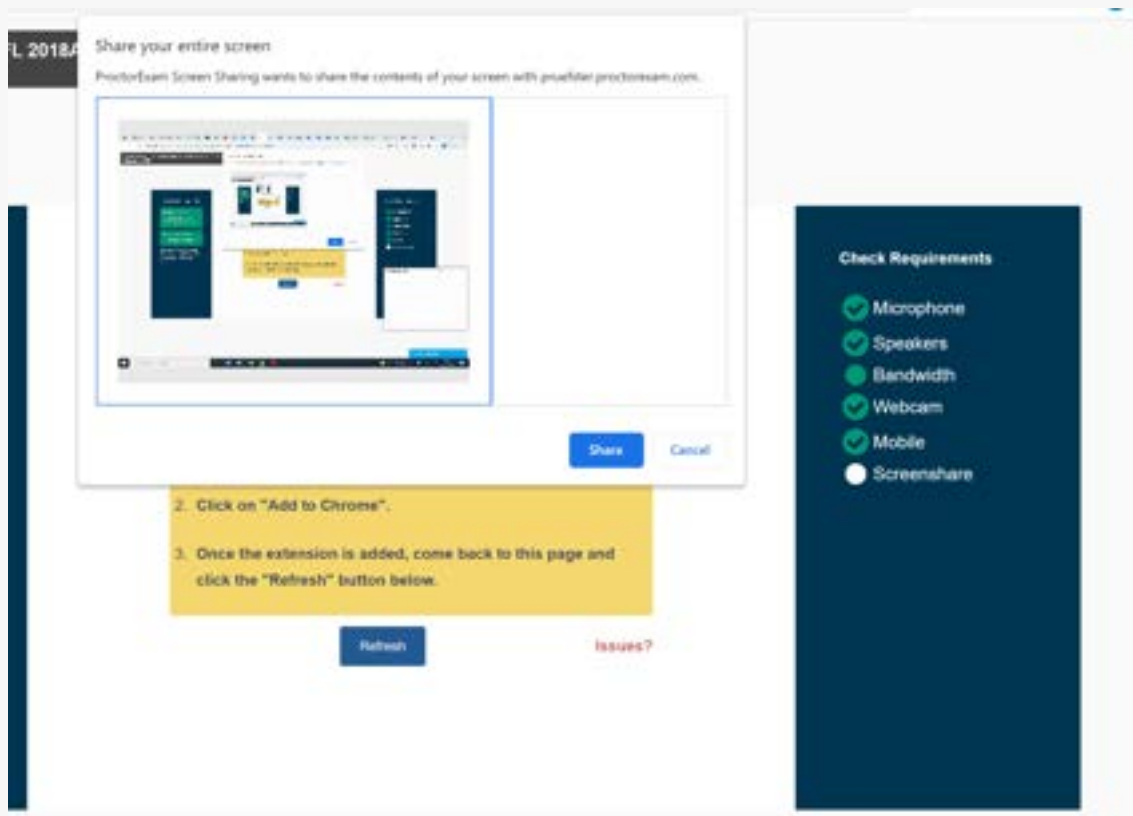
[Next](#)

Check Requirements

- ☒ Microphone
- ☒ Speakers
- ☒ Bandwidth
- ☒ Webcam
- ☐ Mobile
- ☐ Screenshare

THE SYSTEM TEST

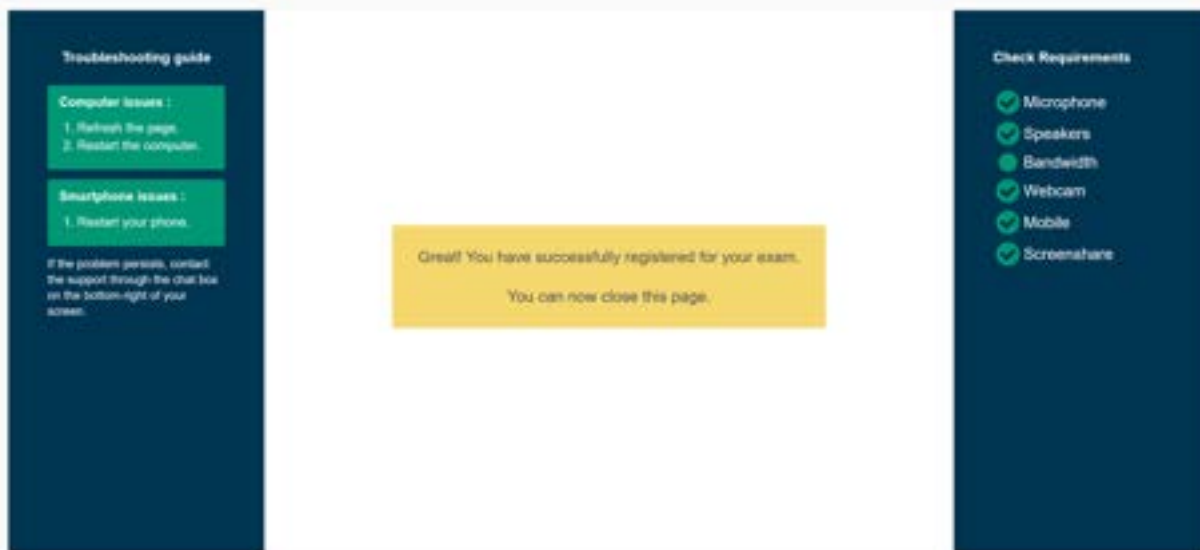
Share your screen: select your screen and click **share**



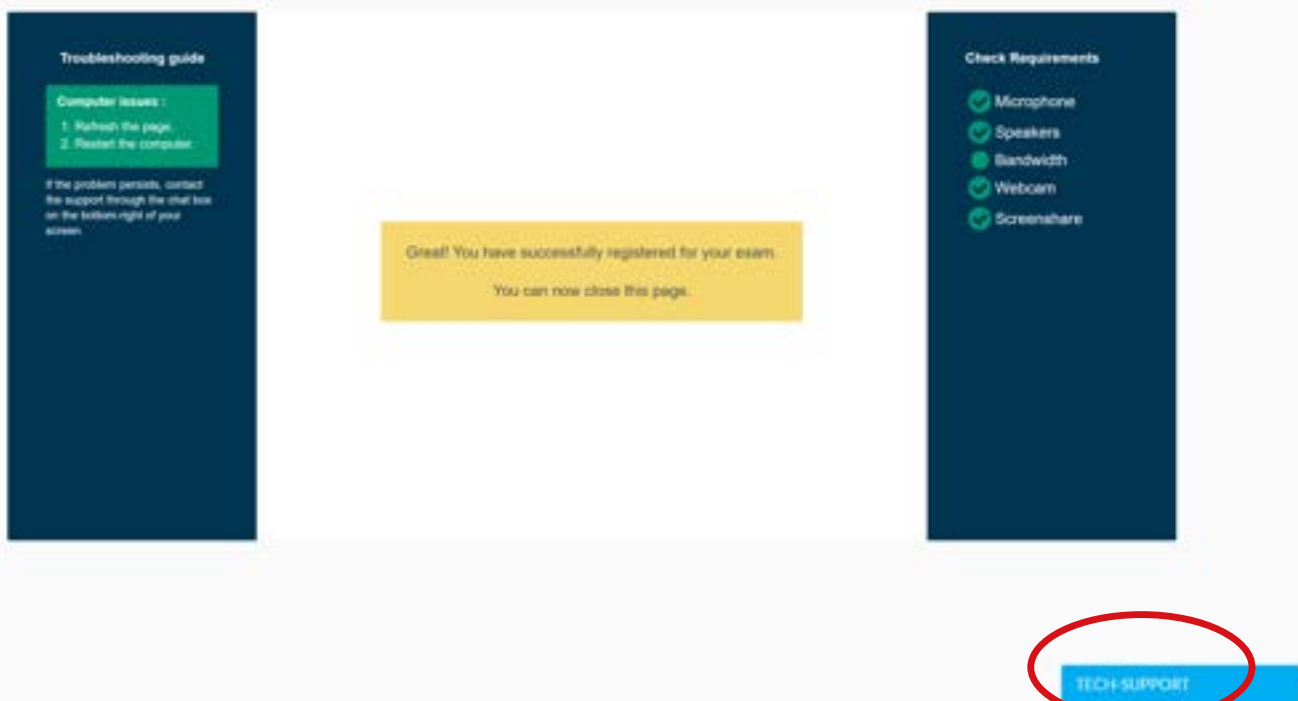
THE SYSTEM TEST



The system check is now complete! ✓



! If you experience any technical difficulties, please contact tech support at the bottom right of your screen





ACCESS TO YOUR EXAM SESSION

After the system check is completed, you will receive another email from ProctorExam which includes a link to login to your exam session.

Access to your exam

English 68

Your check was completed successfully, so you are ready to start your exam at the scheduled time.

Your access link:

https://pruefstec.proctorexam.com/student_sessions/fdf9a7dfa49e28c7a204b97a75d29b44

Please make sure that you are prepared properly when starting your exam.

- You will need an identification document
- You are not allowed to wear headphones
- You are not allowed to open programs other than the browser and the programs explicitly permitted by the institute
- You have to follow the instructions of your proctor



If you have not received the access to your exam email, please first check your spam folder

If you still don't have the email, please contact exam@isqi.org



ACCESS TO YOUR EXAM SESSION

If you click on the link in this email, it will show you when you can login to your exam.

You will be able to start your exam between

Thursday, June 10th 2021, 13:00 and Thursday, June 10th 2021, 13:45

Your local time.

If your computer is not configured to the timezone we detected, please double check online:

www.timeanddate.com

! You will have a window of 45 minutes to login to your exam to complete your ID and room checks. This is the time displayed under the link above (not the duration of your exam). Your exam will only start once the set up is completed and the clock will only begin at this point.

THE SET UP BEFORE YOUR EXAM STARTS



Prepare your environment

Before starting your exam, please make sure that:

- Your room is quiet and well lit
- You are alone
- Your devices are plugged into a power source
- There are no additional devices or materials in your room (see page 32 for what is allowed)

Have your mobile phone ready with the ProctorExam App

You will have to show your room and your workspace to the proctor and will not be able to start the exam if there is additional devices, books or other forbidden aids that can help you during the exam. The proctor will also check that you are not wearing any smart devices or hearing devices.

Have your photo ID ready

The prompts on screen will ask you to show your ID to the proctor

THE SET UP BEFORE YOUR EXAM STARTS



After logging into the system, you will be guided through the following steps with prompts on screen

Identify yourself

Id Card

Can you please show your ID into the web camera and click Take Picture. Make sure to cover the ID number while you are taking the picture.



Face Photo

Please make a close-up picture of your face by clicking 'Take Picture'.



Set up your smart device

Scan the QR code on screen with the ProctorExam App that you have downloaded on your mobile phone or tablet.

Please make sure that it is on flight mode and connected to Wi-Fi. The camera on your smart device will then start recording.



THE SET UP BEFORE YOUR EXAM STARTS



Show your surroundings

Using your phone or tablet, show your surroundings to the Proctor

Environment setup



Slowly show us your desk and the area behind your computer. Nothing is allowed on your desk unless otherwise stated by the institute.



Step 2/5

Environment setup



Slowly show us your computer and keyboard. See video for demonstration.



Step 1/5

Environment setup



Slowly show us the space under your desk and your ceiling. See video for demonstration.



Step 3/5

Environment setup



Slowly show us the four corners of your room. See video for demonstration.



Step 4/5

Environment setup



Slowly show us your ears to make sure you have no devices plugged in.



Step 5/5

THE SET UP BEFORE YOUR EXAM STARTS



Set up your cameras

Both your webcam and mobile/tablet camera must be set up correctly

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.

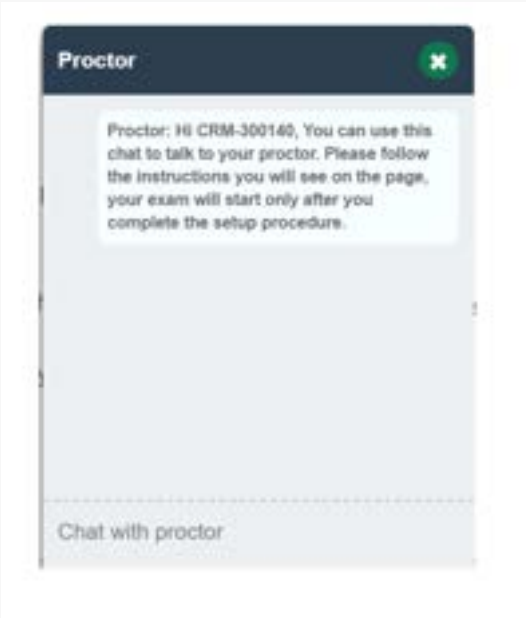
Example

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.

Proctor Greeting

You will be greeted by the proctor in the chat window at the bottom of the screen. You can contact the proctor via the chat during the set up and throughout your exam.





STARTING YOUR EXAM

Click on the blue link to start your exam

Exam Instructions
Click the link to start your examination

Individual Information
Your access link to TestShudo (STSPEXO):
[log.on@examcenter.de](#)

Important
You can now start your exam. Please make sure that when you are done:
• You first close the exam window(s) and document(s)
• You click the 'Terminate Session' button above before closing this tab!
After doing this, you can safely close this tab.

Fill in your personal details and click 'Continue' at the bottom of the page

User Data

First Name

Last Name

Email

Street



STARTING YOUR EXAM

Click on the green button when you are ready

Examinations		
Examination	Result	Status
EN-ISTQB CTFI 2018 SAMPLE		▶ Ready

Read and accept the Examination Conditions before your start your exam

Examination Conditions

- This examination consists of multiple choice questions
- As the exam is remote proctored the whole exam session will be recorded
- Only one of the given answers is correct
- Each correct question is 1 point, 40 points can be achieved at maximum
- A cross in the wrong place results in 0 points being awarded
- To pass 65% must be achieved
- The duration of the examination is 75 minutes
- A proctor will watch you during the whole time of your exam
- You are not permitted to use the toilet or leave the room during the examination
- Questions during the examination on the exam content are not permitted and may not be answered
- You can use the chat function in the system for the case you have question to the exam system. It will connect you with your proctor
- It is NOT ALLOWED TO TALK during the exam. This can lead to a shutdown of the exam system
- It is NOT ALLOWED TO HAVE THIRD PARTIES next to you. This can lead to a shutdown of the system
- It is NOT ALLOWED TO HAVE BOOKS OR PAPERS with you
- It is not allowed to take notes on paper. There is a notes field in the system
- Screenshots are strictly forbidden
- Copying or spreading of questions is strictly forbidden
- It is strictly forbidden to give any information about the exam questions to any third party
- After finishing the exam the result will be displayed automatically
- Results will be communicated via email within one week of the examination
- The exam may be submitted before the end of the test

STARTING YOUR EXAM

Your exam will then start once you click on the green 'Start Examination' button

- As the exam is remote proctored the whole exam session will be recorded
- Only one of the given answers is correct
- Each correct question is 1 point, 40 points can be achieved at maximum
- A cross in the wrong place results in 0 points being awarded
- To pass 65% must be achieved
- The duration of the examination is 75 minutes
- A proctor will watch you during the whole time of your exam
- You are not permitted to use the toilet or leave the room during the examination
- Questions during the examination on the exam content are not permitted and may not be answered
- You can use the chat function in the system for the case you have question to the exam system. It will connect you with your proctor
- It is **NOT ALLOWED TO TALK** during the exam. This can lead to a shutdown of the exam system
- It is **NOT ALLOWED TO HAVE THIRD PARTIES** next to you. This can lead to a shutdown of the system
- It is **NOT ALLOWED TO HAVE BOOKS OR PAPERS** with you
- It is not allowed to take notes on paper. There is a notes field in the system
- Screenshots are strictly forbidden
- Copying or spreading of questions is strictly forbidden
- It is strictly forbidden to give any information about the exam questions to any third party
- After finishing the exam the result will be displayed automatically
- Results will be communicated via email within one week of the examination
- The exam may be submitted before the end of the test
- Please do NOT use the blue "Leave Session" button top right to end your exam before time. This will close the whole exam system
- If you want to finish before time please use the "Finish" button in the middle of the system to submit your exam before the end of the test
- Photo identification (identity card, passport, driving license) must be presented
- By starting the exam the participant agrees with the ISTQB Code of Ethics
- By starting the exam the participant agrees not to spread any questions of this exam
- By starting the exam the participant agrees that the whole exam session will be recorded and monitored via cameras
- By starting the exam the participant agrees that he/she has read the conditions, understands them and agrees with them

Back

Start Examination

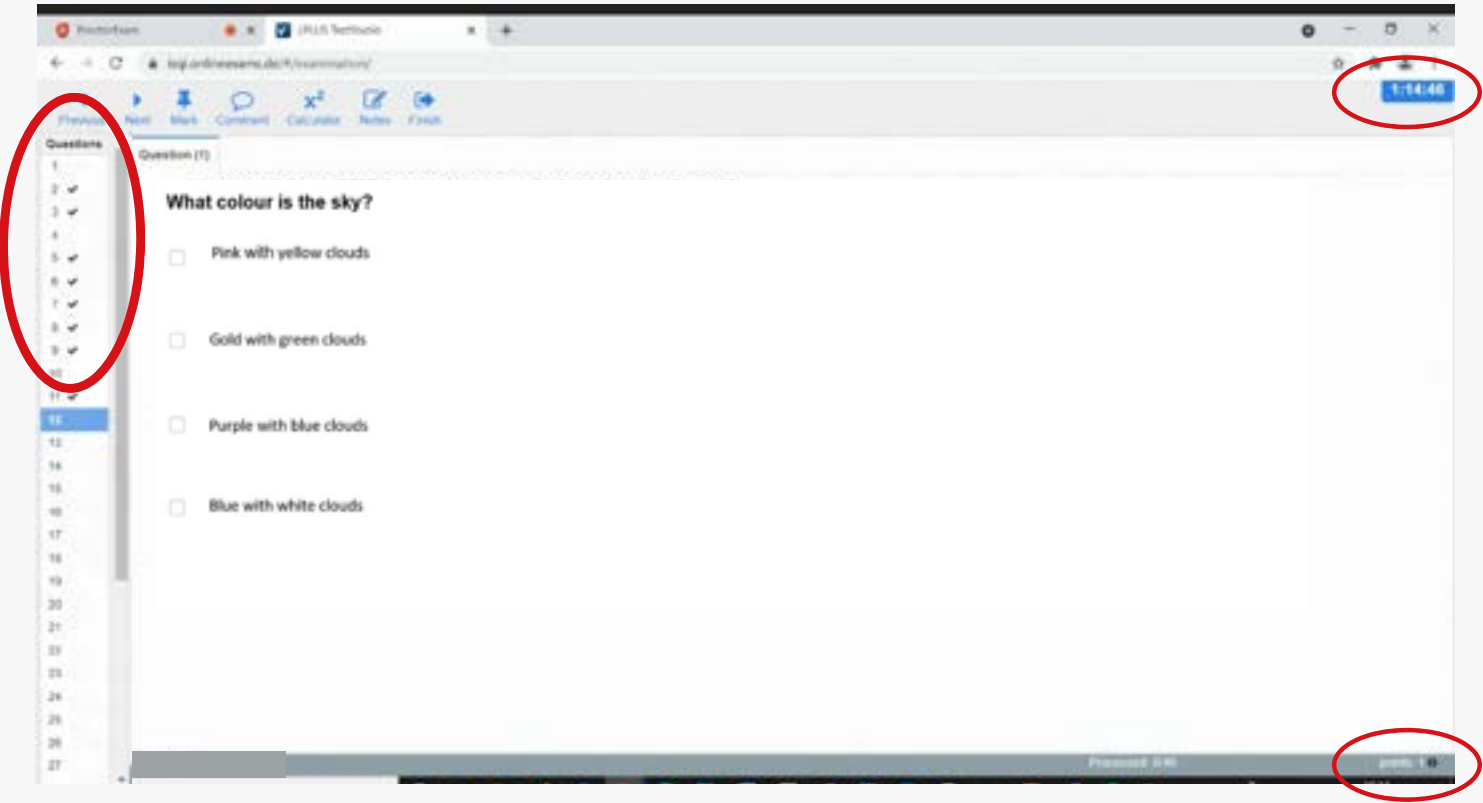
DURING YOUR EXAM



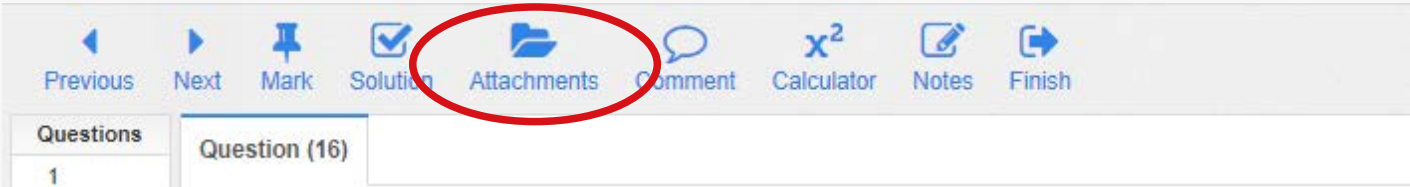
The remaining exam time is displayed at the top right corner

The point allocation per question is displayed at the bottom right corner

You can also see which questions you have not answered yet so you can come back to check them



You can use the toolbar at the top of the screen, as an example, to open attachments for specific questions or to use the calculator

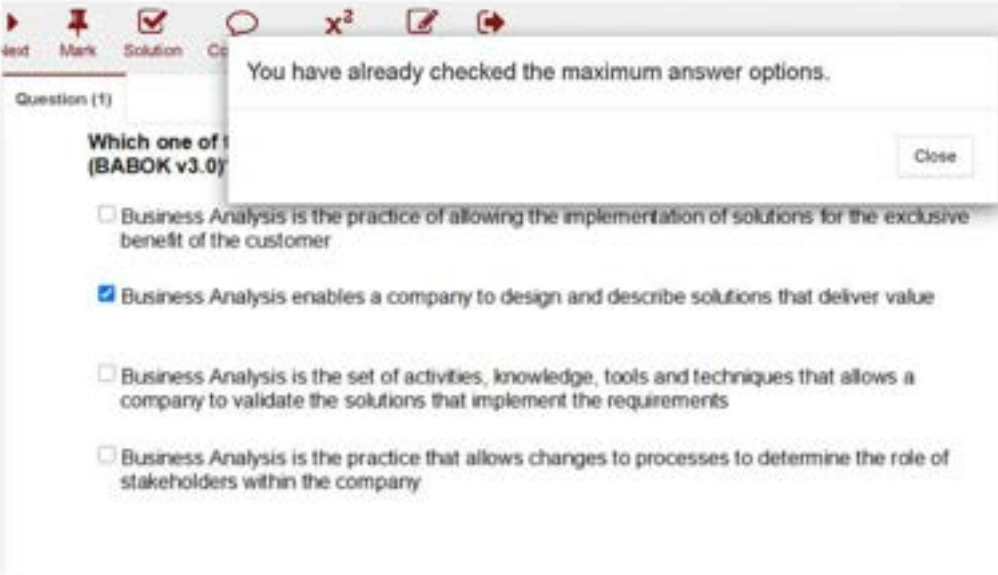


DURING YOUR EXAM



If you would like to change an answer

If you try to tick another answer, you will receive the pop-up message below



You first need to **un-select** the answer you previously ticked and select a **new** answer.



FINISHING YOUR EXAM & VIEWING YOUR RESULT



After you have answered all the questions and would like to finish the exam, please use the button in the toolbar (as shown below)

! DO NOT PRESS THE BIG BLUE BUTTON YET!



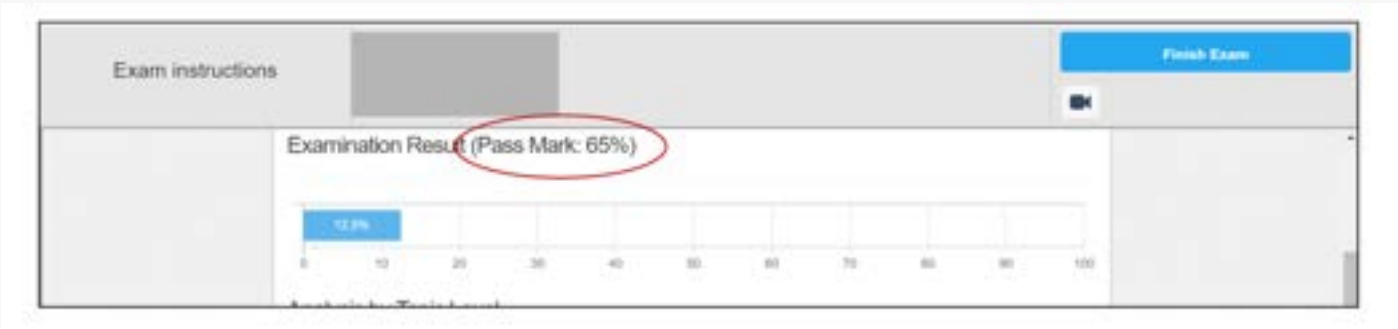
After you click 'Yes' it is NOT POSSIBLE to continue the exam again!



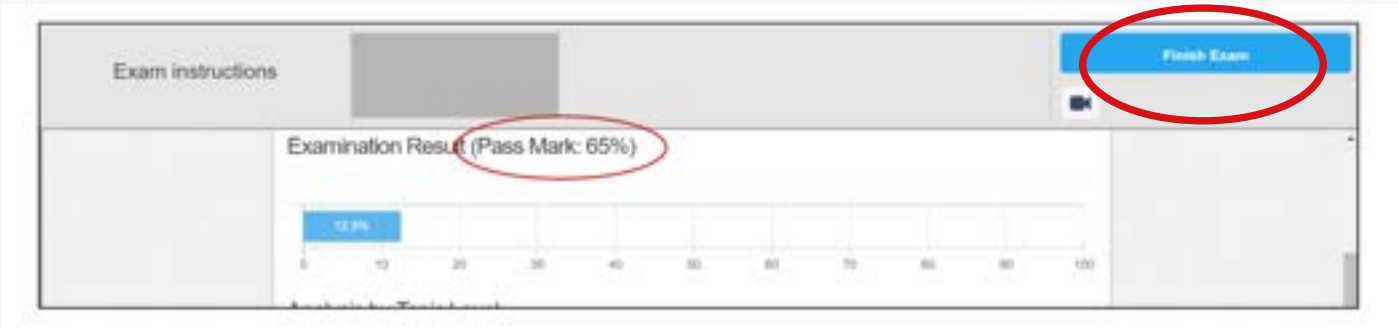
FINISHING YOUR EXAM & VIEWING YOUR RESULT



You can then view your results at the end of your exam



You can now **exit** the exam system by clicking the big blue button



You will receive your official exam results from exam@isqi.org





WHAT IS ALLOWED DURING YOUR EXAM

What IS NOT allowed

- any other persons in the room
- books, paper, or additional materials/devices
- dictionaries
- headphones or hearing devices
- smart watches
- talking or singing (you cannot read the questions out loud)
- eating
- toilet breaks

What IS allowed

- White board or chalk board that can be wiped clean
- Mobile phone or tablet with the ProctorExam app (this will be used to video your environment as an extra security measure)
- Transparent bottle or glass of water or juice

! Please be aware that if you break the exam conditions or involve yourself in fraudulent exam practices, the proctor must stop your exam. You will not be refunded.

RESCHEDULING YOUR EXAM APPOINTMENT



You will have the option to reschedule your exam **5 times** using the same voucher code provided

! You must reschedule your appointment at least 48 hours prior to your existing appointment. If the required notice is not given, the full fee for the exam will apply.

To reschedule your exam appointment please follow the steps below:

Step 1

Visit booking.isqi.org again and enter the same voucher code. You will then see the following message in red. Click on 'here'


The screenshot shows the iSQI logo at the top left. Below it is a section titled "Order your exam". Under this section, there is a label "Enter your voucher code*" followed by a text input field containing the code "1500-0752-5TTP-M2GH-N2RP". Below the input field, a red message states: "Voucher has already been redeemed. You can change your exam date and time [here](#)". At the bottom of this section is a red button labeled "Submit your voucher".

RESCHEDULING YOUR EXAM APPOINTMENT



Step 2

You will be directed to a Date & Time Change page.
Select a new date, time and your time zone



Date & Time Change

Your actual selected exams date & time

ISTQB - Certified Tester Advanced Level - Security Tester (GTB)

Actual exam date & time: 2021-06-13 10:00

Please select your new exams date & time

The desired time must be at least four days in the future. Please enter the date and time in your own time zone.
Note: This registration is done via a ssl-secured website. Your data are secured via a security certificate.

Date*

2021-06-13

Time*

10:00 / 10:00 AM

Time zone*

Europe/Berlin

Reschedule your exam now!

RESCHEDULING YOUR EXAM APPOINTMENT



Step 3

You will see an overview of your new appointment

You need to agree to the terms and conditions again before clicking on **'Reschedule your exam now!'**

New date & time - Order overview

Please check your data and complete your order by clicking the "Reschedule now" button.

New selected date and time

Date: 2021-06-15

Time: 10:00

Time zone: Europe/Berlin

Attention: You have 5 rebooking(s) left!

☐ I agree that my personal data can be electronically stored and processed by iSQI* to provide examination and certification services. The processing and storage of data, invoicing and other administrative activities are carried out by iSQI GmbH (Germany). For further information, refer to our [data privacy policy](#).

☐ I agree that my results can be shared with my training provider (only applicable if you are taking an exam organised through a training provider)

☐ I hereby grant permission that data can be forwarded to the respective responsible qualifications board**.

I can revoke my consents at any time by email (to exam@isqi.org) or by post.

Reschedule your exam now!

*Where iSQI means the iSQI group of companies which includes its wholly owned entities and related operating companies.

** Where the qualifications board is the entity who owns/authorizes/licenses iSQI to provide exams for the certification scheme and who may require data for analysis. Please contact exam@isqi.org if you have questions regarding the respective board.

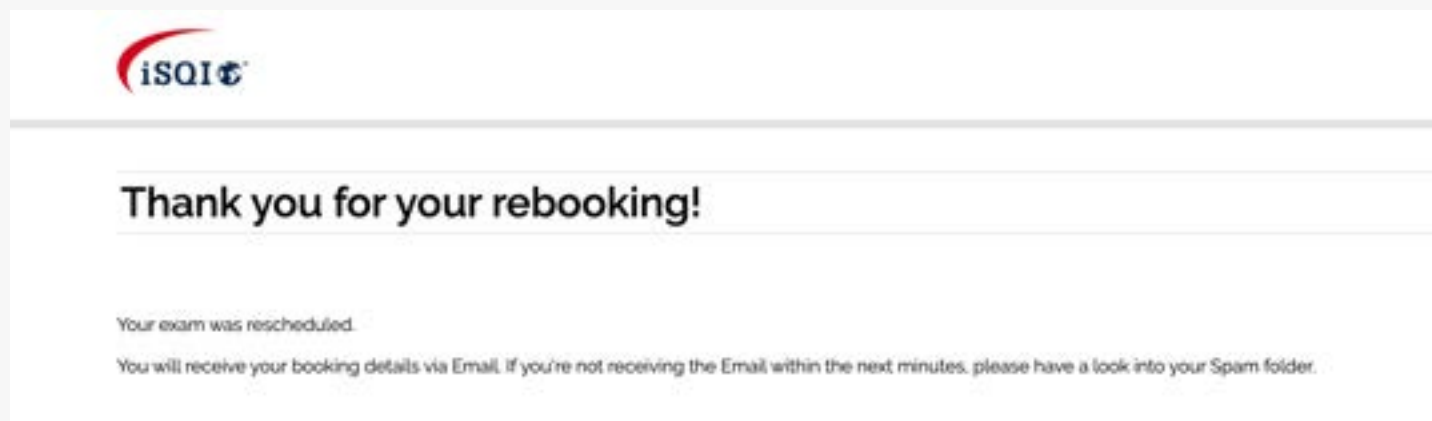
RESCHEDULING YOUR EXAM APPOINTMENT



Step 4

You will see the thank you message below.

You will receive a **new** booking confirmation email from exam@isqi.org **and** a **new** email from exams@proctorexam.com for your system check.



Step 5

Please complete the system check. **If you have already completed the check previously, you will have to do it again.**



FAQ'S

What do I do if I have not received an email from Pruefstern for my system check or the link to my exam?

Please first check your spam folder if you have not received your system check email or the link to access your exam session.

If you still don't have either email, please contact exam@isqi.org.

iSQI can only process requests Monday-Friday.

What if I would like to cancel my FLEX exam and take it at a Test Center instead?

If you would like to cancel your FLEX exam, please contact exam@isqi.org.

Please note we need **48 hours** notice prior to your appointment to process this request. iSQI can only process requests Monday-Friday so if your exam is taking place on a Monday or Tuesday, we need notice by the Friday beforehand.

Can I use paper to take notes during my exam?

No, paper and pens are not allowed for FLEX exams.

You are allowed to use a whiteboard or chalkboard that can be wiped clean. Please refer to page 32 for what is and what is not allowed during FLEX exams.

What happens if I get disconnected from my exam?

Prior to your exam, please check that your internet meets the minimum requirement (upload speed of 1,5 Mbps). If you lose internet connectivity, please try restore your connection and refresh your page. You will not lose your previous answers



FAQ'S

What to do if my phone gets disconnected?

If your phone gets disconnected, you will be notified via chat and asked to re-scan the QR-Code. If your phone still does not work, please close and re-open the ProctorExam app or restart your smartphone.

What documents are accepted for ID verification?

Any valid documents with a picture like an ID card, driver's licence or passport.

Can I contact someone during the exam if I am having technical difficulties?

Yes, you can get in touch with the tech team via the blue tech support chat window at the bottom of the screen or your proctor via the proctor chat window at the bottom of your screen.

When do I receive my results?

You can view your preliminary results on screen straight after your exam (refer to page 30 & 31). You will receive your result email (and certificate if you passed your exam) from iSQI within an hour after your exam. If you do not receive a result email, please contact exam@isqi.org.