

PECB Online Examinee Manual

PECB

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Disclaimer: This document is compliant with ISO/IEC 17024 requirements. To also make it compliant with ASTM E2659-18 Standard Practice for Certificate Programs, the following considerations must be made only for Foundation certificates:

“Certification” also refers to “Certificate Program.”

Purpose

The PECB Online Examinee Manual serves as a complete resource, offering detailed instructions and information to examinees participating in PECB-certified online exams. It aids in their comprehension of the examination procedures, regulations, and guidelines, ensuring a successful examination experience.

1. myPECB Account

Individuals interested in enrolling in a PECB Training/Self-Study/eLearning event should create a Member Account first.

Individuals interested in opening a PECB Member Account should follow the steps below:

1. Click [here](#)
2. Provide an email address
3. Type the verification code sent to the provided email address
4. Complete the registration form and click the **Submit** button

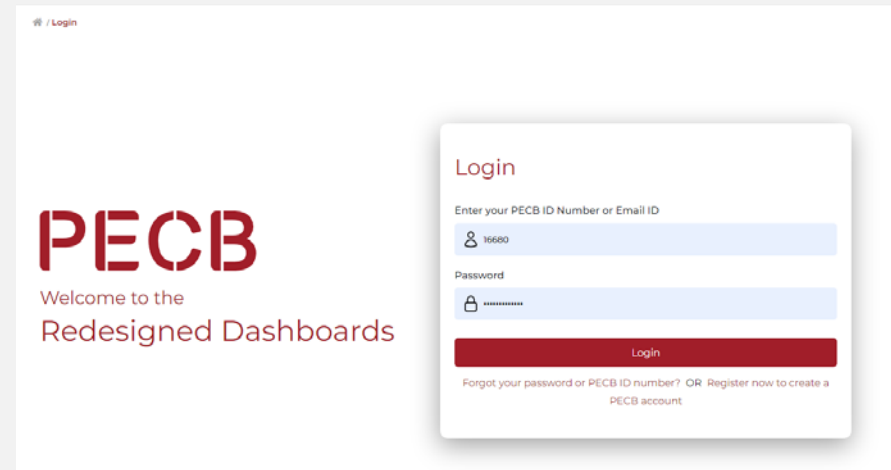
After attending a PECB Training/Self-Study/eLearning event, candidates will receive an email notification that includes a coupon code and instructions on how to take an online exam (including the exam scheduling process).

2. Scheduling an Online Exam

Candidates who choose to take the exam through our online examination platform are provided with coupon codes by the training course organizer. They can use the coupon code to schedule an online exam and also apply for certification when they pass the exam.

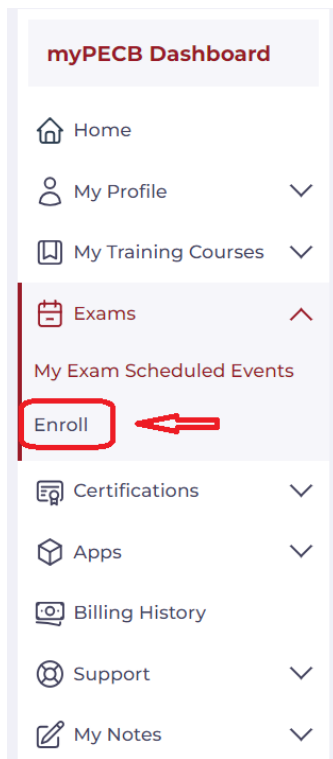
Participants interested in scheduling an online exam should follow the steps below:

1. Login at **myPECB**



The screenshot shows the myPECB login interface. On the left, the PECB logo is displayed in red, with the text "Welcome to the Redesigned Dashboards" below it. On the right, there is a white login box with a red border. The box has a "Login" title in red. Below the title, it says "Enter your PECB ID Number or Email ID". There is a text input field containing "16680". Below that, it says "Password" and there is a text input field containing "*****". A red "Login" button is at the bottom of the box. Below the button, there is a link that says "Forgot your password or PECB ID number? OR Register now to create a PECB account".

2. Under “myPECB Dashboard” go to “**Exams**” and click on “**Enroll**”



3. Select the “**Exam Category**” and “**Exam Language**”

A screenshot of the 'Find Exam' form. The form has a title 'Find Exam' in red. Below the title is a section titled 'Browse' with the instruction 'Fill the fields for better results'. There are two dropdown menus: 'Select exam category' and 'Language'. At the bottom of the form is a red button labeled 'Choose Exam Slot'.

4. Click the “**Choose Exam Slot**” button to see the possible options

Find Exam

Browse
Fill the fields for better results

Select exam category

Language

Choose Exam Slot

5. After finding the convenient slot, click the “**Schedule Now**” button

11/20

ISO/IEC 27001
: 2022 Lead
Auditor
Multiple
Choice

Exam Date and Time:

UTC timezone: 2023-09-14 | 06:30 AM UTC

Your local timezone:
2023-09-14 | 06:30 AM ⓘ

Schedule Now

6. Read the information provided and scroll down to write the **coupon code** to waive the scheduling fee

Pay fee for an exam schedule


IMPORTANT NOTE:
If candidates fail to show up for their scheduled examination, they will have to register for a new exam.
Candidates who enter the exam through one of our Authorized Training Resellers can use the coupon code for the new exam; meanwhile the candidates that had exclusively registered for an exam (without following a training course through one of our Authorized Training Resellers) will have to pay for the new exam.
Please read our Exam Rules and Policies for more information about cancelling, rescheduling and refunds!




Billing Information
Juna Gjovari
Pristine, Prishtine, Kosovo
0

Webcam requirement
Candidates that will take an online exam using a desktop computer must use an external webcam, candidates using a laptop can use an external webcam or an integrated webcam.

Exam List
Exam Name
ISO/IEC 27001 : 2022 Lead Auditor Multiple Choice
Exam Cost
1000 USD
Coupon: **Verify**
Total: 1000 USD

☐ I agree to the PECB Exam Rules and Policies and I am aware of the Webcam requirement

☒ Paypal 

☐ Debit/credit card   


Place your order




7. Agree to the “**PECB Exam Rules and Policies**” and the requirements of having a webcam during the online exam session

Exam List
Exam Name
ISO 37001 Foundation
Exam Cost
500 USD
Coupon: **Verify**
Total: 500 USD

☒ I agree to the PECB Exam Rules and Policies and I am aware of the Webcam requirement

8. Click the “**Place Your Order**” button

☒ Paypal 

☐ Debit/credit card   

Place your order

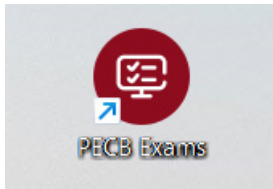
9. An email with a link to download the PECB Exams application will be sent as a confirmation for the schedule

After the exam schedule is approved, the examinees will receive a confirmation email containing important details. The approval process will be finalized within 24 hours from the time of scheduling, excluding weekends.

Note: Any changes to the exam scheme or language must be requested at least 48 hours before the scheduled exam start time to allow for effective arrangements. Contact support promptly for any adjustments needed at online.exams@pecb.com

3. Introduction to the PECB Exams Application

The PECB Exams application is specialized software designed to facilitate and streamline the process of conducting online exams. Its primary purpose is to provide a secure, user-friendly, and efficient platform for examinees to take PECB certification exams remotely, from the comfort of their own locations.



Testing the PECB Exams application

Before embarking on their online exam journey, it is crucial for examinees to ascertain that their system is fully compatible with the PECB Exams application. The following steps outline how to do so:

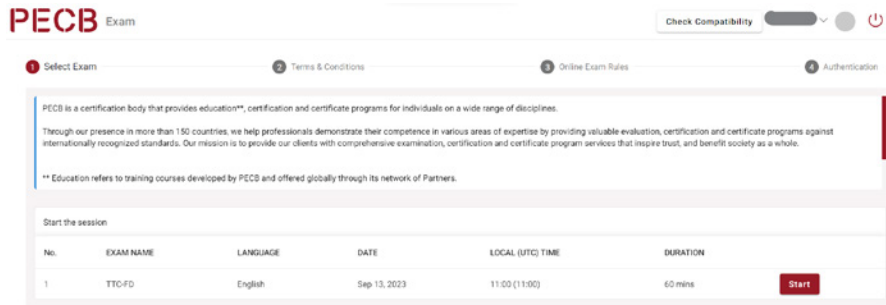
1. **Initiate the download:** Begin by clicking on the provided **download** link to start the application's download.
2. **Log in:** After downloading the application, a simple double-click on the icon is all it takes to launch it. Examinees can then use their PECB account credentials to log in.

PECB
Welcome to the
PECB EXAMS

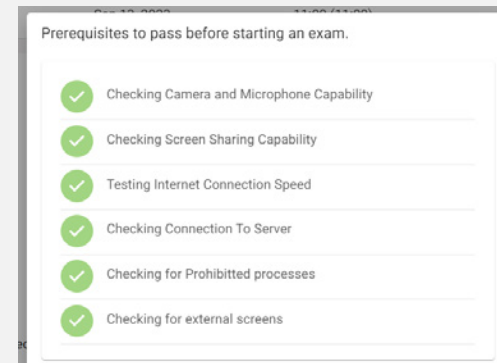
Login

ID / Email*	@
Password*	🔒
Quit	Login

3. Check compatibility: Once logged into the application, navigate to the upper right corner of the screen, where the “Check Compatibility” button resides. This is to ensure that all checks are displayed in green, affirming the compatibility of the examinees’ setup.



4. Examinees should ensure that all checks are displayed in green. This step confirms the compatibility of their setup.



If, despite ensuring that all technical requirements are met, not all checks are displayed in green, examinees should send a screenshot of the issue to online.exams@pecb.com

4. PECB Exams Application Technical Requirements

PECB Exams application is available on **Windows (8, 10 and 11)** and **MAC OS**. There are specifications when examinees use personal or work devices.

4.1 Personal Devices

Considering that the application blocks other computer resources when launched, it is recommended to launch the application using a private computer rather than one belonging to a domain network (e.g., an office network). However, if the examinees use a personal device in a domain network, contact the Systems Administrator to have the PECB Exams application marked as safe at any software and hardware that might cause any interruptions before launching it. Otherwise, the examinees will not be able to sit for the online exam. Software/hardware categories that might block PECB Exams from launching or running include:

- ✓ Firewalls
- ✓ Anti-Viruses
- ✓ Pop-up Blockers

4.2 Work Devices

If the examinees are using a device that belongs to a domain network, they should contact their Systems Administrator to have PECB Exams application marked as safe at any software and hardware that might cause any interruptions before launching it. Otherwise, the examinees will not be able to sit for the online exam. Software/hardware categories that might block PECB Exams from launching or running include:

- ✓ Firewalls
- ✓ Anti-Viruses
- ✓ Pop-up Blockers

Note: Please make sure to quit any remote desktop/remote access applications such as the ones listed below:

AnyDesk – AnyDesk.exe/GDI+Window(AnyDesk.exe)

TeamViewer – tv_w32.exe

Microsoft Remote Desktop Services/Remote Desktop Connection – mstsc.exe

Connectwise Control – LTSVC.exe

Remote Utilities – rutview.exe

Getscreen.me – getscreen.exe

AeroAdminTrayWnd – AeroAdmin.exe

Iperius Remote – IperiusRemote.exe

Quick Assist – quickassist.exe

ShowMyPC 3602 – SMPCSetup.exe

DesktopNow – desktopnow.exe

Beamyourscreen-host – beamyourscreen-host.exe

When to contact the Internet Service Provider (ISP)?

For the remote invigilator to access the examinee's webcam feed through the PECB Exams application, the ports below should be open:

Protocol	Receiving Port	Way	Remote Host
TCP	12345, 12346	Out	34.195.204.189, 34.194.156.156
UDP	3478, 5349	Out	34.195.204.189, 34.194.156.156

If these ports are not open by default, the examinee must contact their ISP or System Administrator to open them, in order to launch the PECB Exams application.

Below is a list of ISPs in different countries which block PECB Exams application from using the abovementioned ports:

COUNTRY	LIST OF ISPs
Belgium	Proximus
Bangladesh	Grameenphone, Robi, Banglalink, D-NET
Malta	Melita

Examinees using the service of the ISPs listed above are suggested to contact them and provide them with the ports TCP and UDP (see picture above) in order to be able to sit for the online exam through the PECB Exams application.

4.3 General requirements

Requirements	Minimum Requirements
Screen	The display must measure 24.6 cm (9.5 inches) diagonally and support resolution of at least 1024 x 768 at 32,000 colors.
Keyboard	Physical keyboard (wired or wireless) is required for desktop computers.
Pointing device	Mouse, trackpad, touchpad or touch screen or other pointing devices that are familiar to the examinee.
Network	The device should be connected to the internet with at least 1 Mbps upload and 1 Mbps download.
Webcam	Minimum Video Resolution of 720p with a frame rate of 30 fps.

4.4 Technical requirements for Windows & MAC OS:

To launch and work effectively, the PECB Exams application requires the following:

- ✓ A minimum of 200 MB available space
- ✓ A webcam
- ✓ A microphone
- ✓ Internet access (a minimum of 1 Mbps upload/1 Mbps download)
- ✓ Ping (latency) below 200 ms
- ✓ Ports opened for installed applications: 80 and 443

5. Webcam

A webcam with a built-in microphone is a mandatory requirement for taking a PECB online exam. Without a webcam and a microphone examinee are not able to take the exam through PECB Exams application.

The webcam should provide the remote invigilator with a view of the examinee during the exam. External webcams should be placed at a fixed position to also provide a view of the computer during the exam.

Note: *Disabling the webcam and/or the microphone during the exam session will result in exam termination.*

5.1 Technical requirements

5.1.1 External webcam

- ✓ Video resolution of 720p
- ✓ Frame rate 30 fps
- ✓ USB connection
- ✓ Built-in microphone
- ✓ Heavy base and flexible neck to allow easier placement are recommended
- ✓ Cord length of 6' (2m) or more

5.1.2 Integrated webcam

- ✓ Video resolution of 720p
- ✓ Frame rate 30 fps
- ✓ Built-in microphone

Note: *Examinees that will take an online exam using a desktop computer must use an external webcam. Examinees using a laptop can use an external webcam, or an integrated webcam.*

6. Essential Exam Recommendations

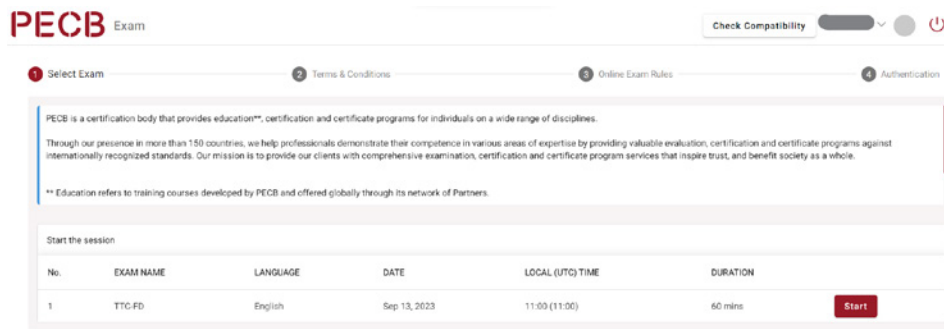
Examinees should:

- ✓ Although the Online Exam Policy is accessible on the exam day, and examinees are required to agree to it before the exam begins, it is strongly recommended they read and familiarize themselves with this document beforehand. The policy can be viewed and downloaded from the myPECB dashboard.
- ✓ Get more information on the exam format, duration, and any specific requirements via [List of PECB Exams](#)
- ✓ Double-check the exam date, time, and time zone to avoid missing the exam.
- ✓ Ensure the computer or device is in good working condition.
- ✓ Test the internet connection to ensure it is stable and fast enough for the online exam.
- ✓ Review all provided instructions and guidelines for the online exam.
- ✓ If examinees encounter technical issues or have questions during the exam, they can use the “Need Help” button to contact the remote invigilator.
- ✓ If they get stuck on a question, mark it for review and move on. They can come back to it later.
- ✓ Pay attention to the remaining time available to complete the exam.
- ✓ There are no penalties for answering questions incorrectly; therefore, examinees should aim to answer as many questions as possible. Before submitting, review all the answers to catch any errors.

7. PECB Exam Application User Interface

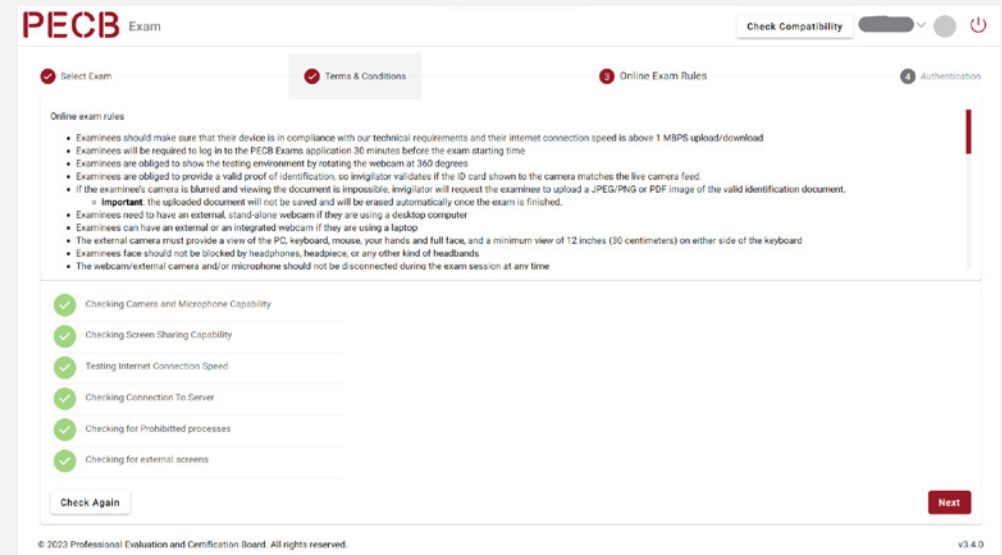
After logging in, examinees will find a list of their approved online exams. The list includes essential details such as the exam name, language, duration, start date, and time. The exam start time is always indicated in Universal Coordinated Time (UTC).

To initiate the online exam session, examinees should click the **“Start”** button.



Note: The PECB Exam application allows entry only 30 minutes before the scheduled exam start time. If students attempt to open the exam before this designated time, the start button will remain unclickable. In such cases, examinees should close the application and rejoin when it's time to begin.

During this phase, the examinees must agree to the Terms and Conditions before moving on to the third section, where examinees can see the **“Online Exam Rules,”** and the application automatically assesses the technical capabilities of the device. Once all the checks are displayed as green, indicating that the device meets the technical requirements, the examinees can click the **“Next”** button.



The last step involves completing the emergency contact form. Additionally, examinees can claim an extra 20% of the total exam duration by selecting the **“Non-Native Speaker”** option, if applicable. Simply click **“Save”** after checking the box to apply this adjustment.

The screenshot shows the PECB Exam interface. At the top, there's a navigation bar with 'PECB Exam' on the left and 'Check Compatibility' on the right. Below the navigation bar, there are four steps: 'Select Exam', 'Terms & Conditions', 'Online Exam Rules', and 'Authentication'. The 'Emergency Contact' form is visible, containing fields for 'Name & Surname*', 'Phone Number*', 'Relationship with the person put as emergency contact.*', and a checkbox for 'Non-Native Speaker?'. A 'Save' button is at the bottom of the form. Below the form, there's an 'ID Document' section with a message: 'Please wait. Your verification will start soon!'. A 'Send' button is also visible.

Note: *There is no requirement to upload ID pictures unless specifically requested by the invigilator.*

7.1 Uploading the ID Picture

Please note that uploading an ID picture is not required unless specifically requested.

If you are asked to upload an ID, ensure you follow these guidelines:

Accepted ID Documents: A list of accepted ID types can be found below.

NOT ACCEPTED	ACCEPTED
<ul style="list-style-type: none">• Employee Identification Card• Student Identification Card• Professional Membership Card• Retail or Wholesale Membership Card• Other Membership Card with your frontal picture	<ul style="list-style-type: none">• Passport• Nation ID• Driver's License

✓ **Sensitive Information:**

When capturing the ID image, make sure to cover or blur personal details such as:

- Personal Number
- Residence Address
- Day and Month of Birth
- Place of Birth
- Gender
- Height
- Weight
- Eye Color

✓ **ID Upload Requirements:**

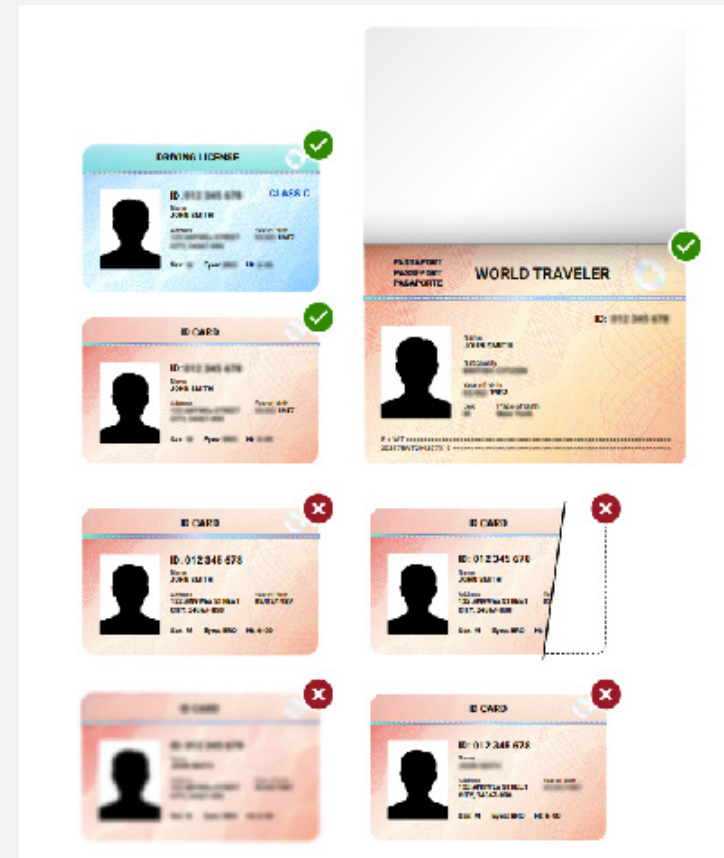
- Ensure the ID is valid and not expired.
- The entire document must be clearly visible, in focus, and fully captured (do not cut off any corners or edges).
- Only hide or blur the sensitive information listed above; do not blur any visible information that is necessary.

✓ Failure to meet these criteria may result in the rejection of your application.

✓ **Mandatory Information on the ID:** The ID must contain the following details:

- Full Name
- Year of Birth (Day and Month of Birth should not be visible)
- Expiration/Validity Date
- A clear photo of the individual

Please ensure all requirements are carefully followed to avoid delays or rejections.

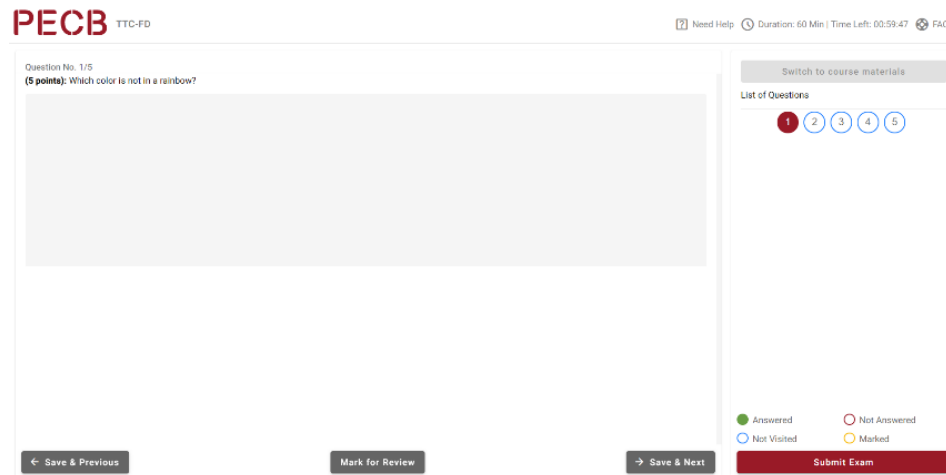


7.2 Question panel

In the main section of the interface, examinees see the questions one at a time. They can navigate between questions using the **“Save and Previous”** and **“Save and Next”** options or by selecting a specific question number from the question panel. Questions can also be flagged for a later review by clicking **“Mark for Review.”**

- ✓ The unanswered questions will be displayed in light blue color.
- ✓ The answered questions will be displayed in green color.
- ✓ The questions marked for review will be displayed in orange color.
- ✓ Non-answered questions will be displayed in red color.

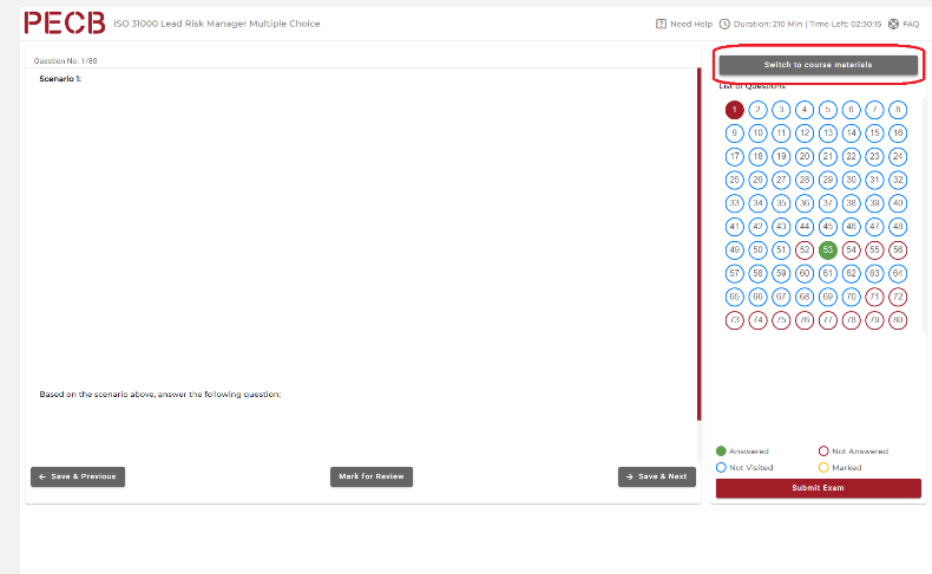
Note: For an answer to be saved, the examinees should always click **“Save and Previous”** or **“Save and Next”** button.



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v3.4.0

If the exam is **open-book** the examinees will be able to access the training materials by clicking the **“Switch to course materials”** button.



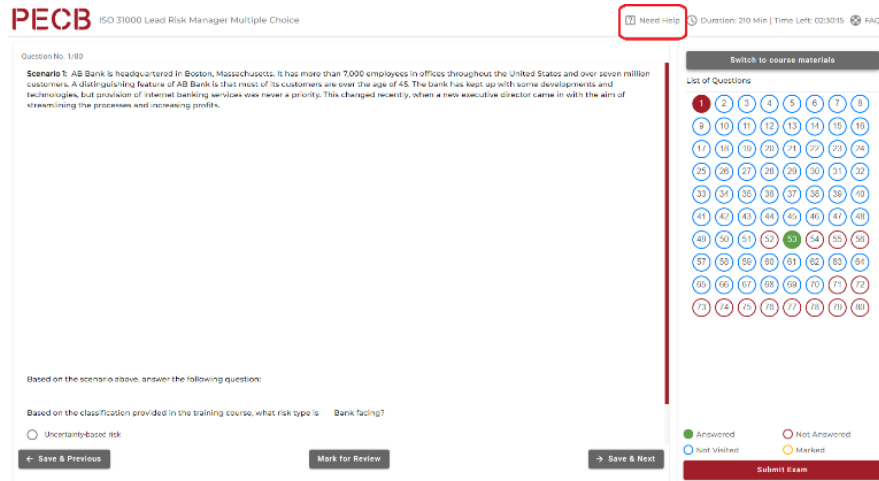
Examinees are required to link their exam materials to the current device they intend to use for the exam. This ensures that the **“switch to course materials”** button is active during their examination.

Important: If the examinees do not have any materials assigned for the specific exam they are taking, the **“Switch to Course Materials”** button will not be visible.

Note: Examinees need to ensure that they close the KATE application before they open the PECB Exams application. This step is essential to enable them to access the training materials within the exam app.

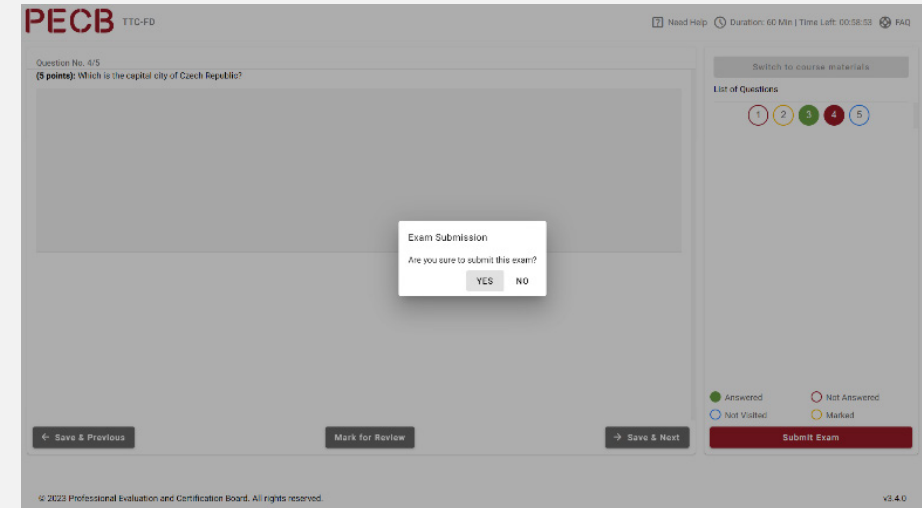
7.3 Chat and support

If the examinees encounter technical issues, need assistance, or require restroom breaks, they can communicate with the invigilator by clicking the **“Need Help”** button.



7.4 Submitting the exam

In order to complete an online exam, examinees should click the **“Submit Exam”** button. After this action is completed, the system will then ask for confirmation regarding the decision to submit the exam.



Note: Please be aware that the invigilator retains access to the examinee's camera feed even after the exam has been submitted. To ensure privacy, it is imperative to close the application immediately after submitting the exam.

8. Joining the Online Session

When joining the online session, the examinees will go through a verification process. If examinees find themselves temporarily on hold during this stage, there is no cause for concern, as it is a standard part of the process.

Verification process:

- ✓ A remote invigilator will initiate contact with the examinees during this phase.
- ✓ The invigilator will ask them to display a 360-degree view of their surroundings through their camera and present a valid ID document. During this process, ensure that all sensitive information, as outlined in section 7.1, is properly concealed when displaying your ID.
- ✓ If the camera quality is insufficient, the examinees can upload a picture of their ID card. To facilitate this process, examinees are suggested to have a JPEG/PNG or PDF image of their ID card ready before entering the online session.

It is important to note that any uploaded documents will be automatically erased after the exam session ends.

Note: *The exam application permits access only 30 minutes before the scheduled start time. If accessed earlier, examinees must close the application and log in again at the designated time.*

9. During the Exam

After successfully completing the verification process, the examinees will be accepted into the exam session. Throughout the exam, a remote invigilator will closely monitor the proceedings.

During the exam:

- ✓ The remote invigilator will always be present to ensure the exam session's integrity.
- ✓ The examinees can use the chat box provided within the exam application to ask questions or request assistance as needed.
- ✓ The invigilator will be available throughout the exam session, ready to provide technical assistance if required.

Please be aware that the PECB remote invigilator will not engage in any discussion or comment on exam questions or answers before, during, or after the exam session. Additionally, they will not provide any form of exam aid during the session. Their primary role is to oversee the process, ensure its integrity, and offer support when needed.

10. PECB Online Exam Rules

Examinees must:

- ✓ Ensure that their device meets the technical requirements, and their internet connection speed is above 1 MBPS upload/download (see 3.3 General requirements)
- ✓ Log in to the PECB Exams application 30 minutes before the exam starting time
- ✓ Show their surroundings by rotating the webcam at 360 degrees
- ✓ Provide a valid proof of identification so the remote invigilator can validate if it matches with the candidates live feed
- ✓ Have an external, stand-alone webcam if they are using a desktop computer
- ✓ Examinees are permitted to use their laptop's integrated camera for the exam, provided their laptop is equipped with one
- ✓ Show the PC, keyboard, mouse, hands and full face, and a minimum view of 12 inches (30 centimeters) on either side of the keyboard when using an external webcam
- ✓ Ensure that their webcam is always focused on them
- ✓ Ensure that video and audio devices are enabled and always running
- ✓ Ensure their exam room is quiet and free from background noise. Any audible disturbances, regardless of the source, may lead to exam termination.
- ✓ Ensure that the exam room is appropriately lighted
- ✓ Be alone in the room during the exam session
- ✓ Ensure that they use only the permitted documents during open-book exams
- ✓ Be prepared to rotate their camera 360° upon request from the remote invigilator at any point during the exam session

Examinees must not:

- ✓ Wear headphones, headpiece, or any other kind of headbands
- ✓ Disconnect their webcam/external camera and/or microphone during the exam session at any time
- ✓ Lean out of the camera view during the exam session
- ✓ Use dual monitors
- ✓ Read aloud the content of the exam
- ✓ Receive any kind of communication from anyone during the exam.
- ✓ Leave the testing area except for restroom breaks
- ✓ Eat, drink, or smoke (except water, which, if required, should be in a plastic bottle with no label)
- ✓ Use any electronic devices, such as cell phones, and tablets
- ✓ Wear coats, scarves, hats, or outdoor wear, during the exam (exemptions may apply for religious reasons)
- ✓ Leave the testing area (the only time you they may leave the examination room with the intention of returning is to use the restroom)
- ✓ Consult any document when taking closed-book exams
- ✓ Use any such as social media, chat rooms, email, nor should they use the search engines or other website
- ✓ Use a pen or any physical writing instrument during the exam
- ✓ Examinees must not use inappropriate language during the exam, as it is strictly prohibited and may lead to the termination of the exam.

Important Notice Regarding Exam Integrity

Any candidate found engaging in dishonest behavior during the exam will have their exam immediately terminated. This includes, but is not limited to:

- ✓ The use of external tools such as ChatGPT or other AI applications.
- ✓ Recording the exam or taking screenshots of exam questions.

The invigilator has the authority to terminate the exam without prior notice if any of these actions are detected.

Additionally, regardless of whether the candidate is sitting for their first attempt, they will not be granted a second attempt, even if such a re-attempt is offered free of charge.

Other rules:

- ✓ The examinee's screen will be shared with the remote invigilator during the exam
- ✓ Examinees will be able to start the exam at the exact start time; once the exam session starts, the time will start counting down
- ✓ Reading the exam aloud is prohibited
- ✓ If examinees are out of the room or appear offline (internet connection loss) for more than ten (10) minutes, their examination will be terminated. During this time, the remote invigilator will try to contact the examinee via chat. In case the examinee does not respond, the invigilator will terminate the exam. The examinee will be contacted by the PECB Examination Department within 48 business hours after the termination to finalize the examination process
- ✓ In an emergency, examinees must follow the instructions given by the invigilator
- ✓ For open-book exams, examinees are allowed to use the following reference materials:
 - ✓ A hard copy of main standard
 - ✓ Training course materials (accessed through PECB Exams app and/or printed)
 - ✓ Any personal notes taken during the training course (accessed through PECB Exams app and/or printed)
 - ✓ A hard copy dictionary
- ✓ The room/environment in which the examinees will be taking the exam must be clutter-free
- ✓ The setup must be clutter-free and must consist of only one computer, one monitor, one keyboard, and one mouse
- ✓ The examinee is entitled to a 5-minute restroom break once

If additional assistance is needed in preparing for a PECB online exam, please do not hesitate to contact us at online.exams@pecb.com, drop a ticket **PECB Help Center – How Can We Help You?** Or contact us through the chat support.

Examinees can also use the same email address online.exams@pecb.com to provide feedback. PECB appreciates the contribution of examinees and is committed to making their online examination journey as smooth and effective as possible.

For any questions or further information, please feel free to contact us at



+1-844-426-7322



support@pecb.com



www.pecb.com