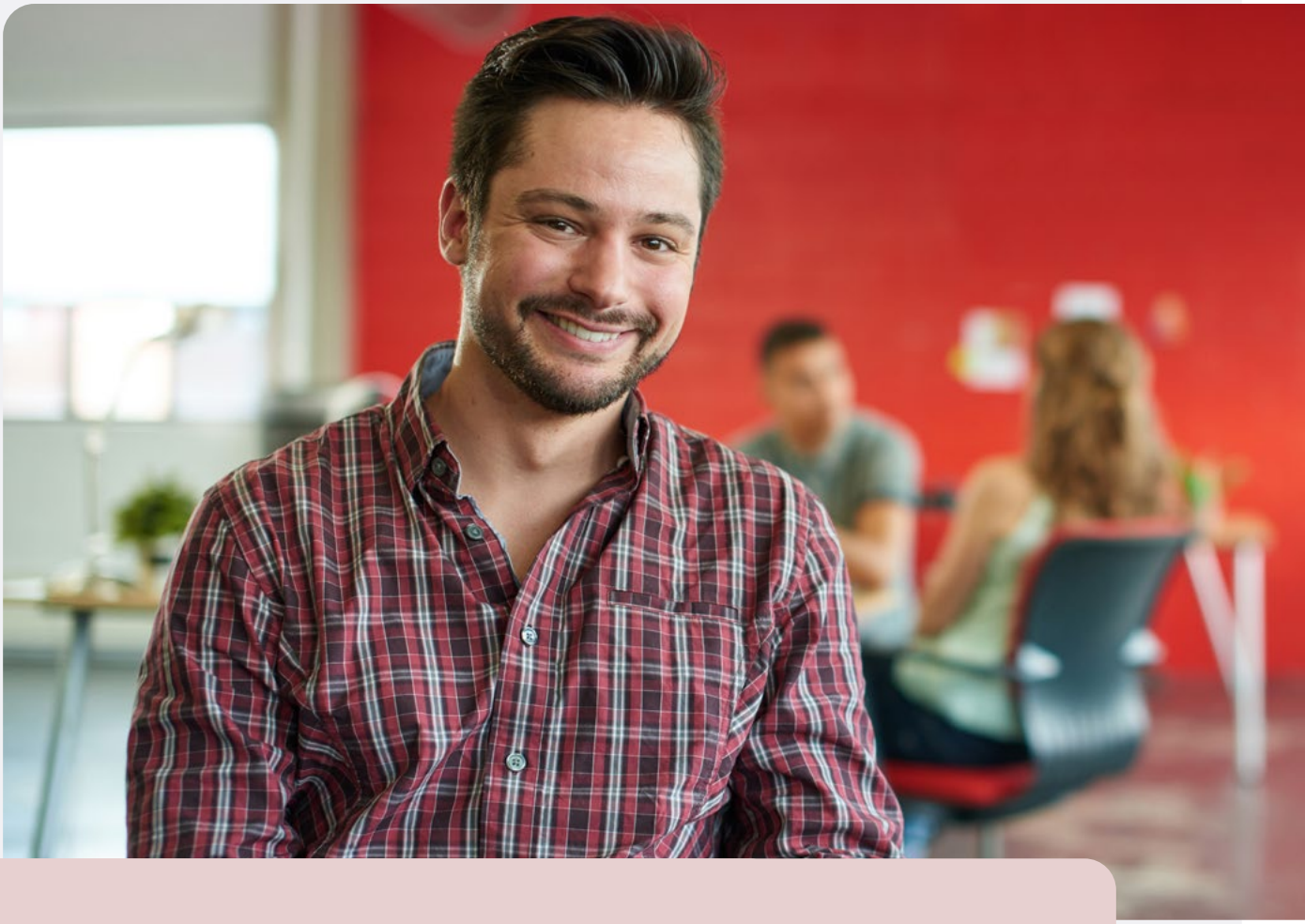
GASQ



GASQ Online@Home exams

Quick Guide - Voucher

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What Do You Need?

Desktop or laptop with a webcam and a microphone

To take the exam, you will need a laptop or a desktop computer. Your laptop or desktop must be equipped with a webcam, a microphone and a speaker.

System requirements: Windows and MacOS are supported as long as you can install the browser versions on them mentioned below.

Google Chrome, Microsoft Edge, Safari or Opera browser needs to be installed

You need to have Google Chrome, Microsoft Edge, Safari or Opera browser installed to be able to take the exam. Please also make sure you are using the following versions of these browsers to ensure a smooth exam process:

- Chrome 72.x or later
- Edge 79.x or later
- Opera 60.x or later
- Safari 16.4.x or later

Other browsers are currently not supported by ExamUnit Proctoring system.

Tablet or smartphone with a camera

You might be required to use the camera of your smartphone or tablet as an additional camera. Please inquire with your training or exam provider whether the mobile camera is used in your exam.

Your smartphone or tablet needs to be able to scan QR codes.

As the mobile camera stream will be transmitted through a mobile browser, please make sure that you are using one following versions of the mobile browsers:

- Safari 11.x or later
- Chrome 55.x or later

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. Please be aware that you cannot use mobile data!

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Photo ID

Before the start of exam, you will need to identify yourself with your student card, passport, ID card, or a driver's license that has your name and photo on it. You can cover the private information such as serial number of the document.

How To Register

- Your training provider will send you the voucher code for your exam.
- Please redeem your voucher code at **voucher.gasq.org** to book your exam date.

Please take the exam at the appointed time, otherwise your exam access will be voided.

After the booking has been processed by GASQ, you will receive two separate e-mails.

The invitation e-mail that you will receive after the booking from the sender **RemoteProctoring <robot@remoteproctoring.examunit.com>** with the subject "Your remote exam with GASQ"contains the system check link and the exam link.

English

Hello (ExamUnit Test),

Below you will find the link to your remote exam **ExamUnit Remote Test** .

Please follow these steps:
Step 1: Complete your system check at least 48 hours before your exam to make sure your devices are set up for the remote exam. Click here
Step 2: Once your exam time slot opens, follow this link to start your exam: Click here
Step 3: Before the start of the exam, please make sure that you have your photo ID at hand and are alone in the room for the whole duration of your exam.

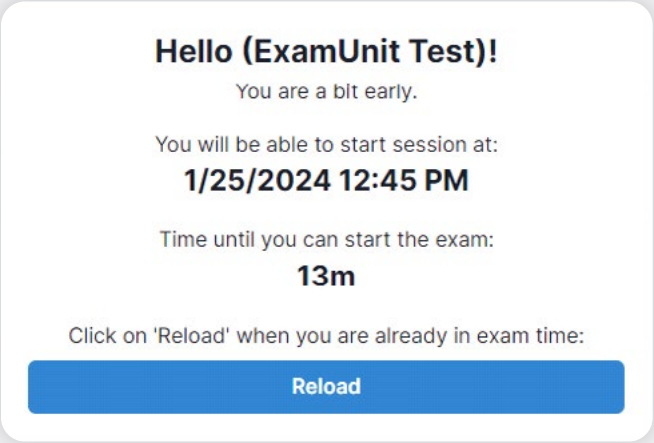
For more precise guidelines or further queries regarding your remote exam, kindly contact your institution or exam provider.

If you have not received this email 48 hours before the exam, make sure to check your spam folder! Otherwise please contact info@gasq.org.

Please make sure to complete the system check at least 48 hours before the exam! If this is not done on time and your system is not functioning well, you will not be able to postpone the exam, your exam access will expire!

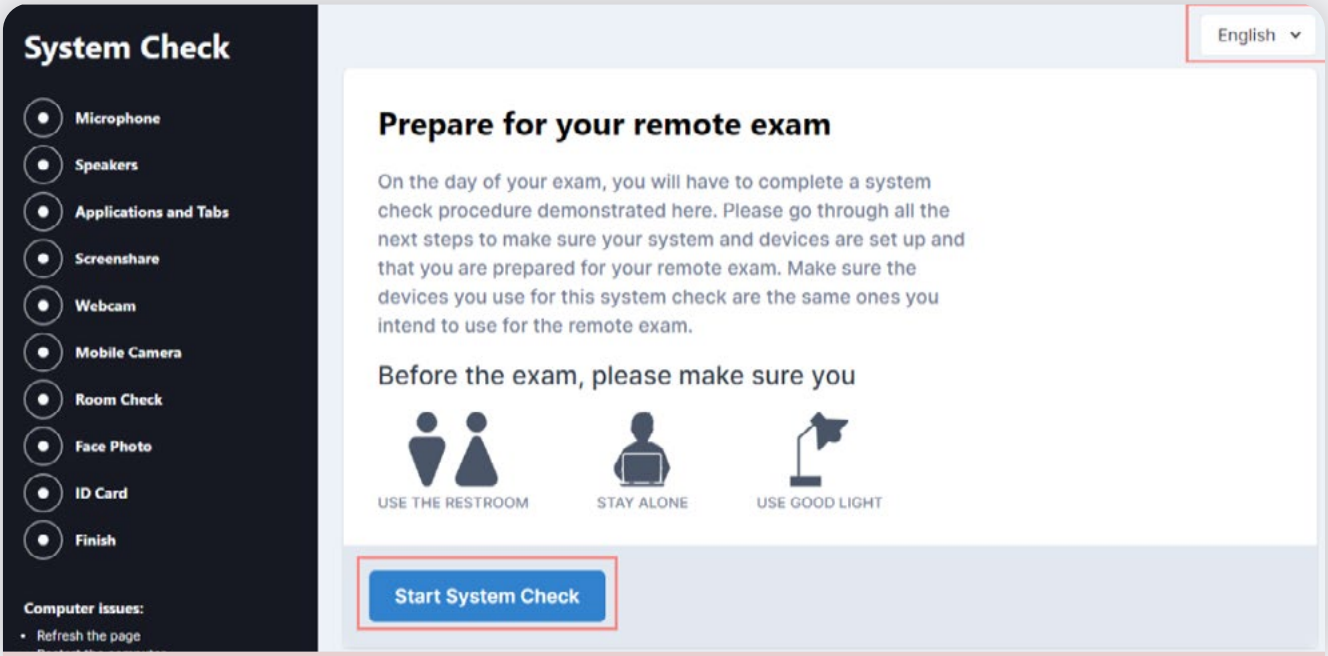
If you did not complete the system check 48 hours before the exam time, you will receive the reminder e-mail from the sender RemoteProctoring <robot@remoteproctoring.examunit.com> with the subject "System check for your remote exam with GASQ" urging you to go through the system check.

To check your exam date and time before the exam, please click on the link in your email under Step 2. You will see the screen below after you follow the link.



System Check

System check replicates the steps that you will have to go through before the start of the exam and aims to verify that the devices you are intending to use for your remote exam are compatible with the system.



Please conduct the system check with the exact same technical environment as during the exam (same room, same internet connection, same devices)!
NOTE: Please do not use a headset for the system check!

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To start the system check, open the email you received after exam registration or the system check reminder email and follow the system check link.

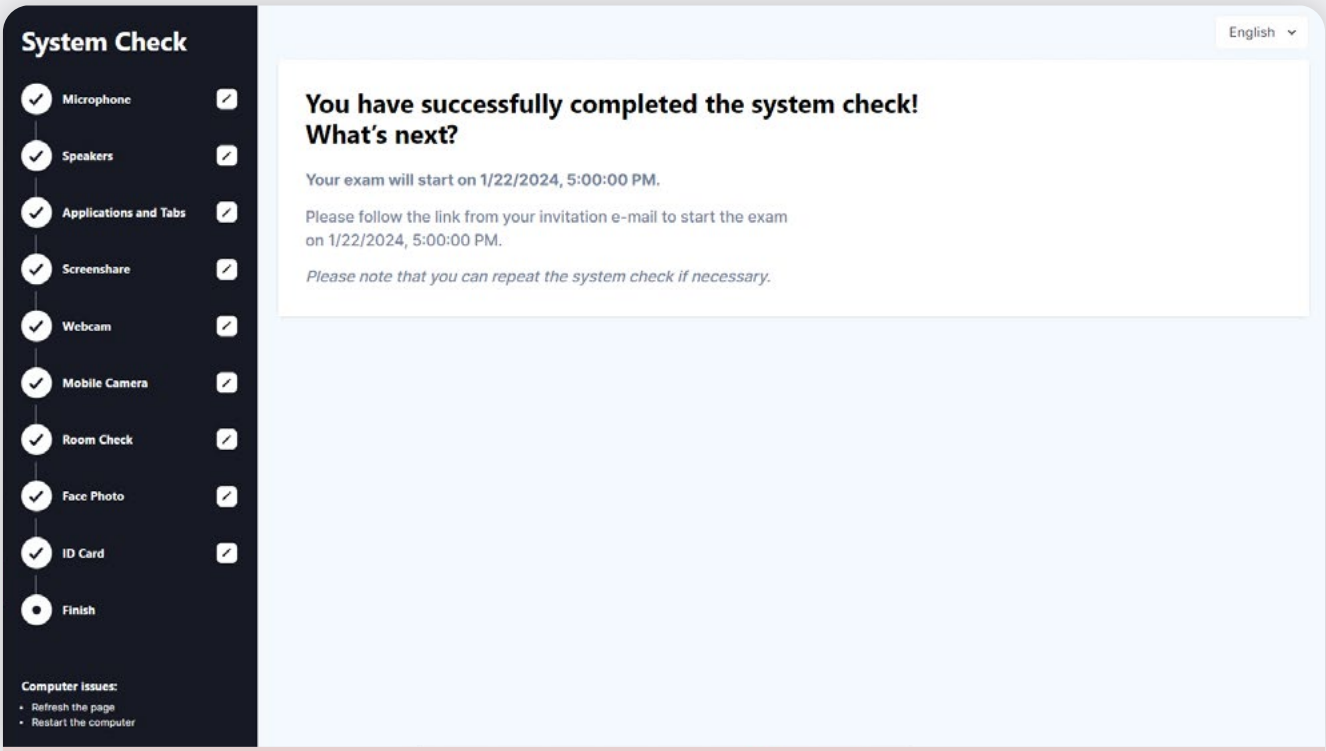
You can select the language of the system in the top right-hand corner.

The system check includes the following steps:

1. Check your microphone and speakers
2. Close all applications and tabs
3. Share your screen
4. Connect your webcam
5. Connect the mobile camera

Completing the system check

Once you have completed all the steps, you will see the following screen showing the exact date and time of your check.



You can repeat the system check if you consider it necessary or if you want to change your devices or your test environment.

On The Exam Day

Prepare your environment

Before starting your exam, please make sure that:

- The room is well lit and quiet (there must be no loud noises inside or outside the room).
- You are alone during the whole exam.
- There are no additional devices, papers, books or other forbidden materials within your reach.

To be able to start the exam, you have to show your environment to the proctor and must not use or have any prohibited devices, books, or assistance on the table.

Please also disconnect and cover any additional screens in the room. **You are not allowed to use a desktop with two screens.**

NOTE: For ISTQB exams you can use a whiteboard / chalkboard (e.g. either a portable toy whiteboard which can be bought at a toy store or an office whiteboard) to make notes during the exam. If you are intending to use a whiteboard / chalkboard, please prepare it before the exam and have it within your reach. This is valid exclusively for ISTQB exams!

- Please check if you have your valid ID card with you
- Log into the system on time

You can start the exam by following the link from Step 2 of your invitation e-mail.

English

Hello (ExamUnit Test),

Below you will find the link to your remote exam **ExamUnit Remote Test** .

Please follow these steps:
Step 1: Complete your system check at least 48 hours before your exam to make sure your devices are set up for the remote exam. Click here
Step 2: Once your exam time slot opens, follow this link to start your exam Click here
Step 3: Before the start of the exam, please make sure that you have your photo ID at hand and are alone in the room for the whole duration of your exam.

For more precise guidelines or further queries regarding your remote exam, kindly contact your institution or exam provider.

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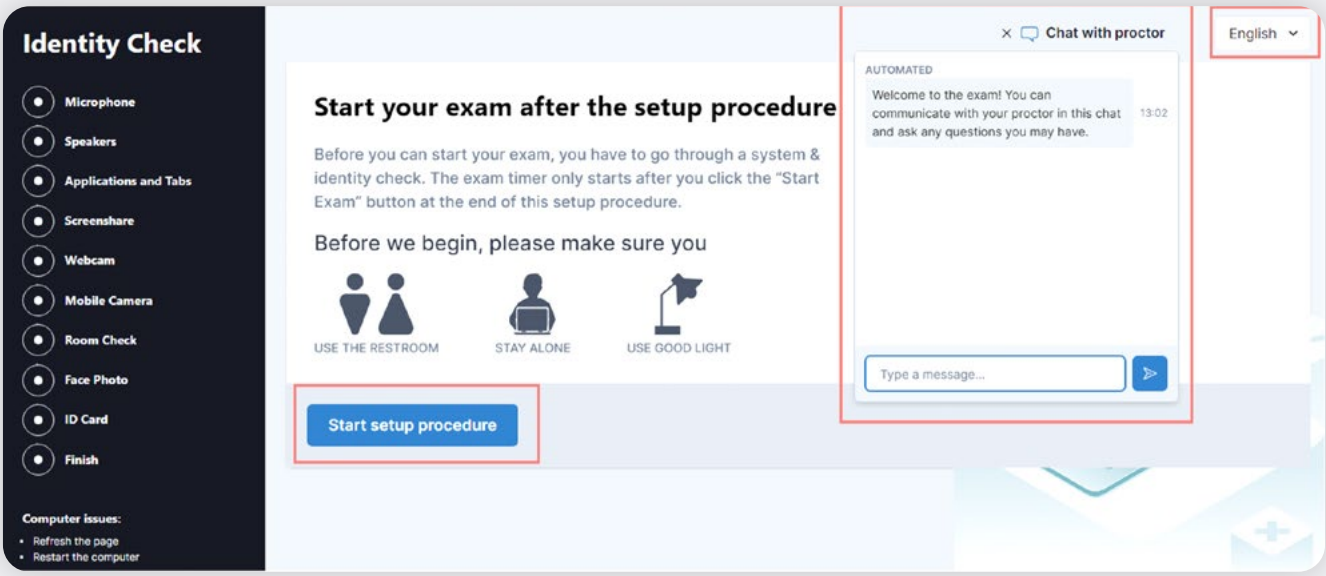
After you open the link, you will be welcomed by the proctor in the chat that is located in on the top right. Here you can ask questions and communicate with your proctor.



You also can change the system language in the top right-hand corner. **Please not that this only affects the system language, not the exam language!**

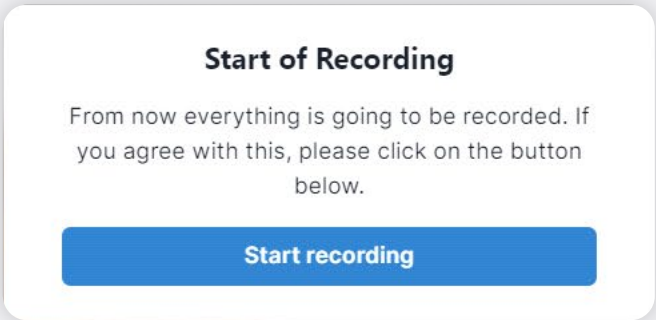
Click on **"Start Setup Procedure"** to go through the final system and identity check before your exam.

You will be asked to go the through the following steps:

- Check your microphone and speakers
- Close all applications and tabs
- Share your screen
- Connect the webcam
- Connect the mobile camera
- Close all applications and tabs

Before the Room Check, you will get a notification that from this moment on the examination session will be recorded.

Please click on "Start recording" to continue with the room check.



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Room Check

On the examination day, you will be asked to show your surroundings to the proctor, as demonstrated in the steps below.

NOTE: Please be aware that the proctor will be present during your system check and can guide you through these steps via chat messages. The proctor might also ask you to repeat the room check.

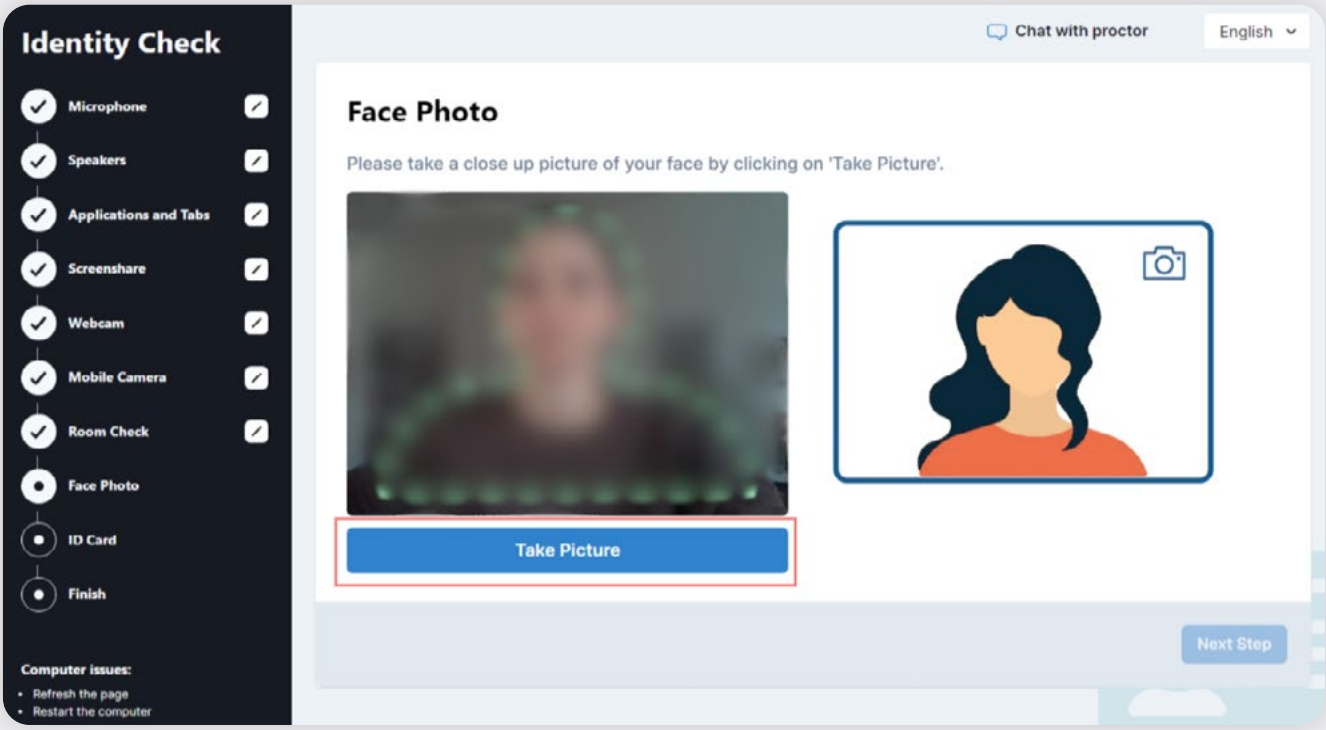
If you are taking an ISTQB exam and are intending to use a whiteboard/ chalkboard, you will need to show it to the proctor in Step 7 of the Room Check. The board must be clean before the start of the exam and must be located within your reach AND within the camera view.

The proctor will ask you to show that the marker you are using is erasable. You will need to write a word on your whiteboard/chalkboard and erase it.

Please click on the button “Finish” after you complete the room check and proceed to the next step.

Face Photo and ID Card

Before the exam, you will be asked to take a picture of your face. Please position yourself in front of the camera so that you can see yourself in the marked area of the webcam view and click on **“Take Picture”**. You can retake the picture after this or proceed to the next step.



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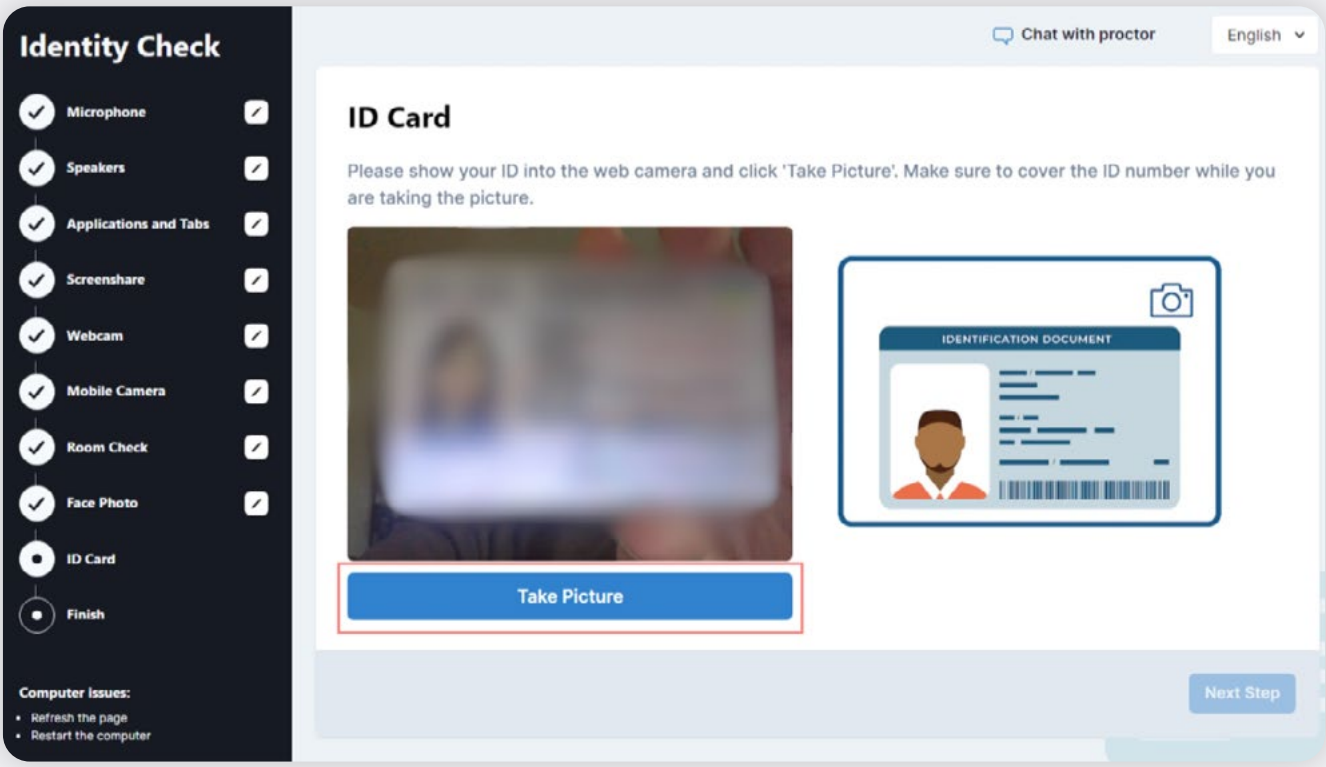
ID Card

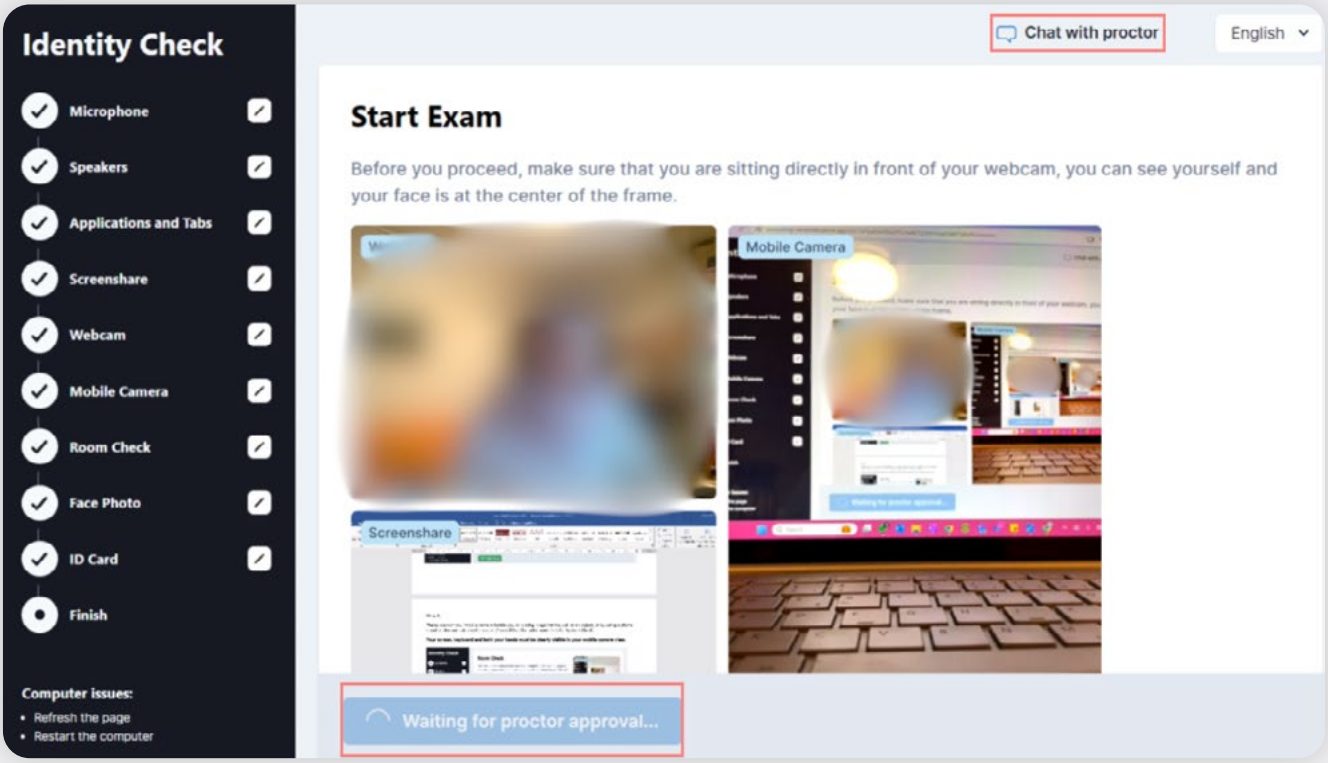
Before the exam, you will be asked to take a picture of your ID. Please position your ID in front of the webcam so that your picture, first and last name on your ID is clearly visible and click on **"Take Picture"**. You can retake the picture after this or proceed to the next step and finish the system check.



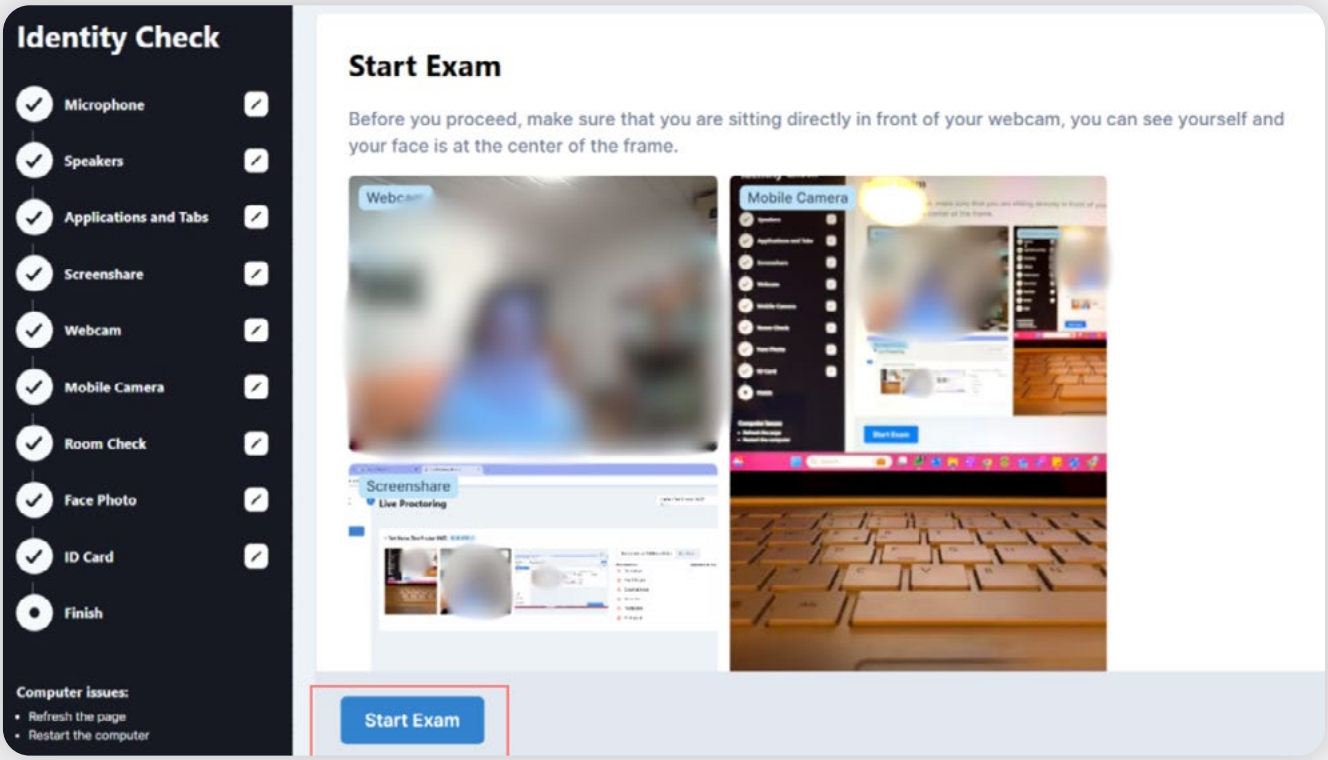
On the exam day, the proctor will be present during your system check and will contact you via the proctor chat. You will be able to communicate with the proctor throughout the whole duration of your exam.

The proctor might ask you to repeat certain steps in the system check (e.g. room check or ID card). You can return to the previous steps by clicking on the respective step in the checklist on the left side of the screen.

After you finish your system check, you will wait for the approval from the proctor, which might take a minute.



Once you have been approved by the proctor, you will see the button **"Start Exam"** under your streams. Please click on it to be forwarded to the exam system.



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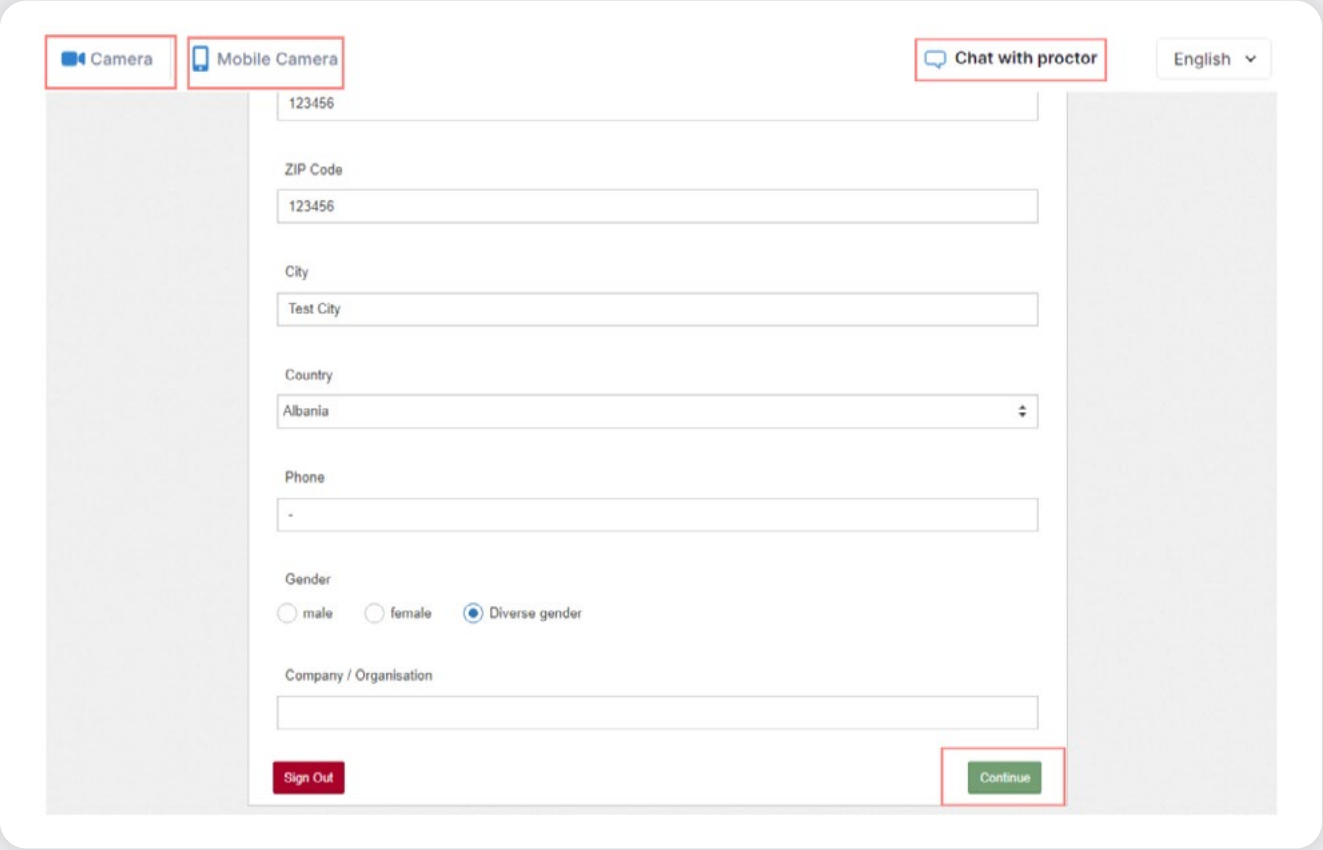
How To Use The Exam System

After you are forwarded into the exam system, you will need to accept general terms and conditions as well as the privacy policy of GASQ.

<u>If you decline the terms and conditions or the privacy policy, you cannot proceed to the exam!</u>

After accepting general terms and conditions and the privacy policy, you will be asked to fill in your personal data. Make sure that there are no typos or mistakes in your first and last name or e-mail address. After you have filled in all the required data, you can click on **"Continue".**

Throughout the exam you can check your webcam and mobile view as well as chat with the proctor.



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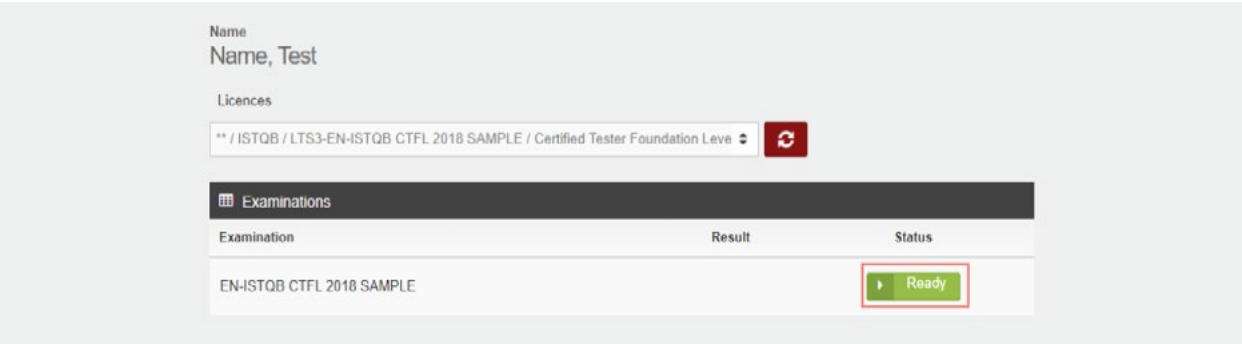
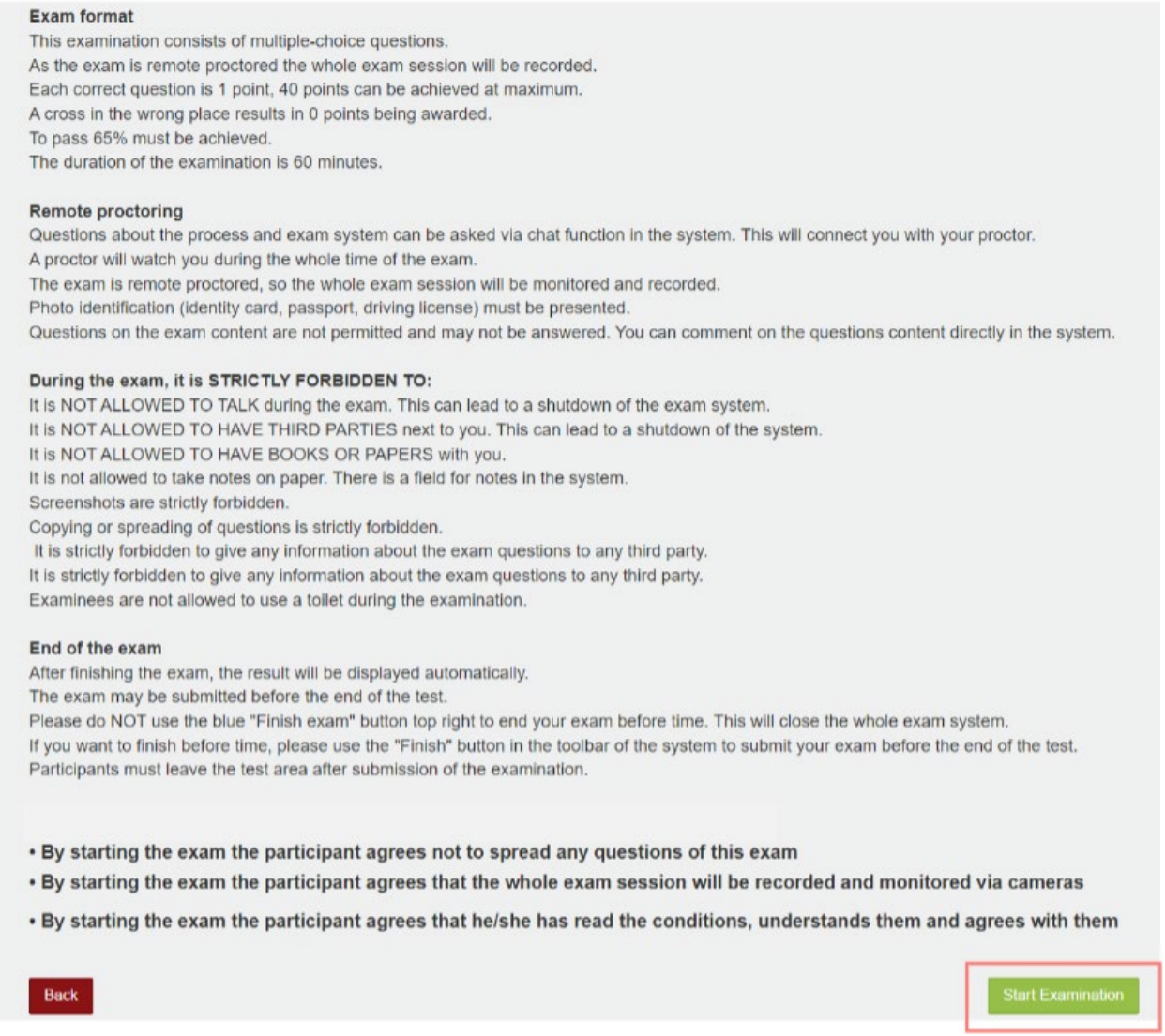
On the next screen, click on **"Ready"** to proceed to exam conditions.



Read the conditions for taking your exam and accept them.



Exam format
This examination consists of multiple-choice questions.
As the exam is remote proctored the whole exam session will be recorded.
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 60 minutes.

Remote proctoring
Questions about the process and exam system can be asked via chat function in the system. This will connect you with your proctor.
A proctor will watch you during the whole time of the exam.
The exam is remote proctored, so the whole exam session will be monitored and recorded.
Photo identification (identity card, passport, driving license) must be presented.
Questions on the exam content are not permitted and may not be answered. You can comment on the questions content directly in the system.

During the exam, it is STRICTLY FORBIDDEN TO:
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 field for notes 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.
It is strictly forbidden to give any information about the exam questions to any third party.
Examinees are not allowed to use a toilet during the examination.

End of the exam
After finishing the exam, the result will be displayed automatically.
The exam may be submitted before the end of the test.
Please do NOT use the blue "Finish exam" 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 toolbar of the system to submit your exam before the end of the test.
Participants must leave the test area after submission of the examination.

- **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

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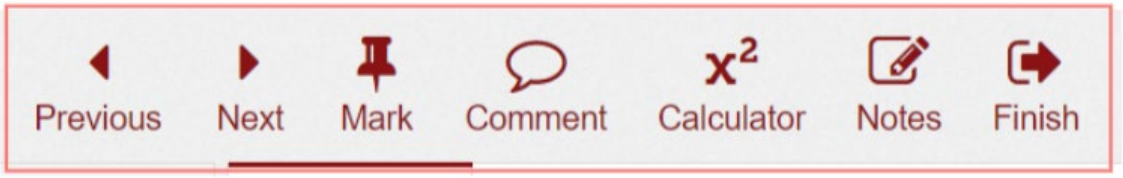
Your exam time starts now!

The exam time starts running from this point, you see your time in the top-right corner.

By using the toolbar on top of the window, you can:



- Go to next or previous question
- Mark a question
- Leave a comment
- Open calculator
- Open the attachment

NOTE: If there is no attachment in a specific exam question, you will not see the "Attachment" button in the toolbar. In case the „Attachment" button is shown, it means that the question contains an attachment, please open it.

- Make notes
- Finish the exam if you are done before the exam time runs out, otherwise your exam will be finished after the time passes.

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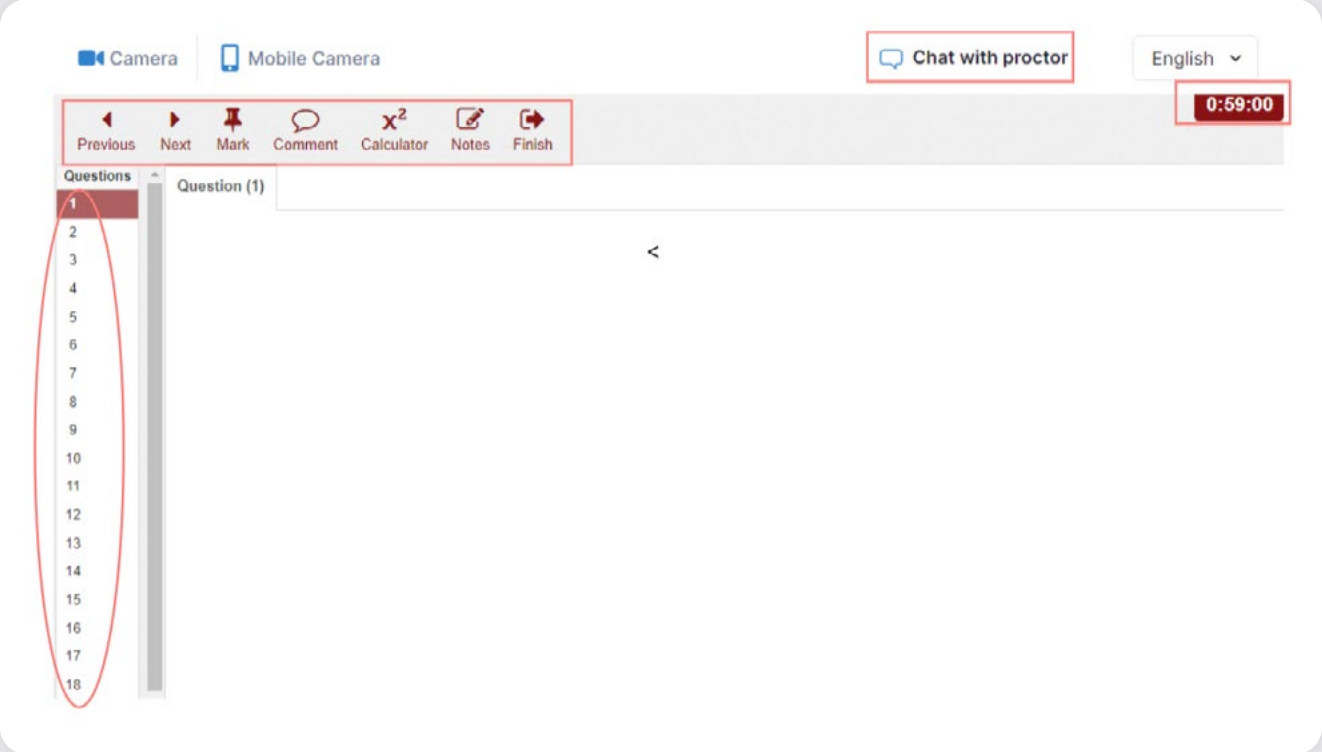
You can see the remaining exam time in the top right corner.

The proctor chat will open automatically if the proctor sends you a message.

The overview of the questions can be seen on the left side of the screen.



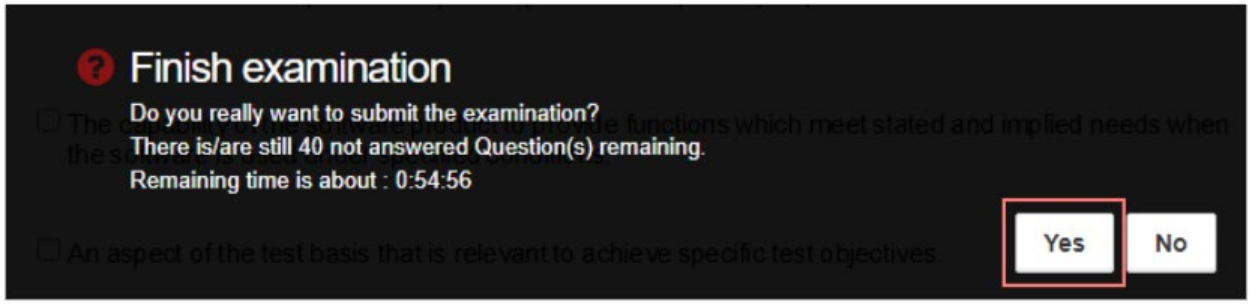
You can make notes on the whiteboard/chalkboard at any point of the exam, if you stay within your camera view (valid only for ISTQB exams)!

The proctor may ask you to show your whiteboard/chalkboard to the camera at any point of the exam.

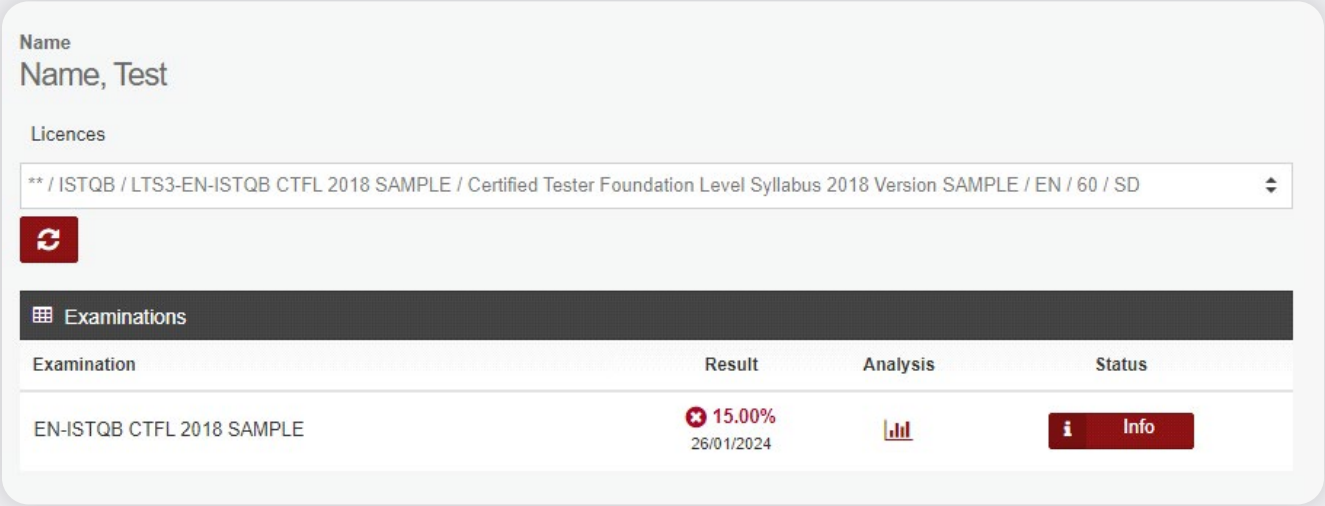
After you have answered all the questions and would like to finish the exam, please use the "Finish" button in the toolbar.

NOTE: After finishing the exam, it is NOT POSSIBLE to resume the exam!

If you are sure you want to finish the exam, click on “Yes”.



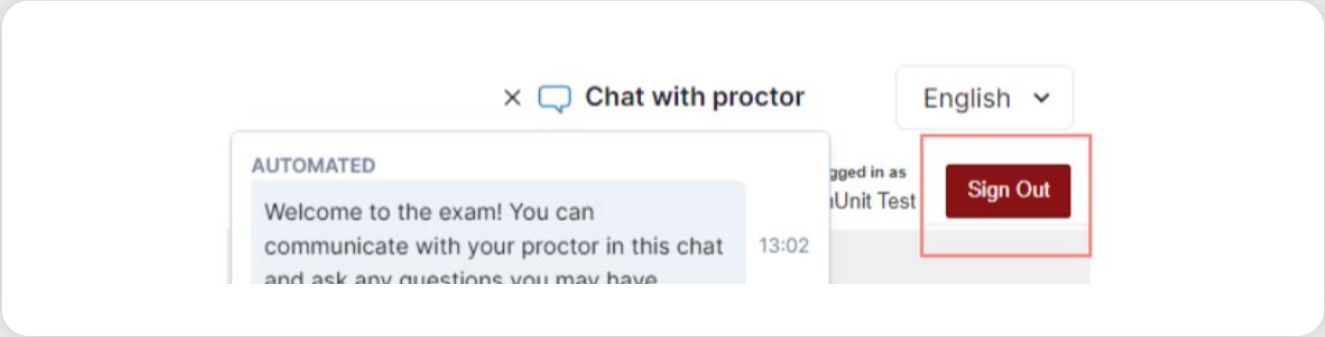
If you ran out of time, the exam will finish automatically. Your result will be displayed after you finish the exam.



Your proctor will ask you to erase your whiteboard/chalkboard before exiting the exam system (only for ISTQB exams).

<u>If you do not follow this rule, the proctor will report the incident and your exam result will be invalidated!</u>

Please click on “Sign out” after viewing your exam result.



You will receive your certificate from your exam center/training provider!

Please contact your training provider to inquire about the terms of certificate delivery!

What Is Not Allowed During The Exam?

- Using a vpn software
- Using extra devices
- Using books, notes or additional materials
- Making notes on paper
- Using headphones, earphones or hearing aids
- Talking or singing
- Making notes on paper
- Having third persons in the room with you at any point of the exam
- Taking toilet breaks

These are general rules for the remote exams. Please inquire what exactly is allowed and not allowed for your specific exam type by contacting: info@gasq.org.

Please be aware that if you break the exam conditions or involve in fraudulent exam practices, the proctor will stop your exam.

Data storage

Here you can find the information regarding the data that is recorded and stored during and after the examination process.

The online exam system records and stores:

- Video and audio stream during the entire exam session. The participant is notified with a message that the recording will start from a certain point and has to give their consent to proceed
- Screen recording of the participant's desktop (including the exam answers)
- Snapshot of the participant's face and a photo ID (information such as ID number, address etc. can be covered)

- Chat messages from the proctor chat
- Exam content & exam result
- Name, language and e-mail address of the participant
- Date, time and duration of the exam
- Proctor's notes, e.g. notes on suspicious behavior of the participant during the exam
- Browser version, operating system, IP address

Further video streams are recorded and saved from the smartphone

Before the start of the exam, the participant must use their smartphone camera to show their surroundings by making a video recording of:

- Their desk, keyboard and monitor
- Area behind the monitor
- Area under the desk and the ceiling
- 360-view of the room (and therefore also the walls)
- Close-up of the ears (note: hearing aids must be removed)
- Any materials (e.g. whiteboard) that are used during the exam

During the exam, the video stream of the side view of the participant is recorded and stored.

Deletion of data

Video data, the snapshot and the ID are deleted within 14 days after the exam. For further information please contact **info@gasq.org**. In the event of deviations from this procedure, the participant will be informed promptly.

During the system check, the video and audio data (without snapshots) are also transmitted, but not saved.

In urgent cases, please contact:

GASQ – Global Association for Software Quality
Email: info@gasq.org

GASQ

info@gasq.org

www.gasq.org