

# ITIL Web Based Exam Procedure – Remotely Proctored Via Web Cam

**\* You can print this out - for easy future reference \***

## **Before You Request Your Exam.**

1. Complete your online ITIL training course - including all tests and online quizzes
2. Download your course completion certificate (image file) at the very end of your course to your local computer. The last video tutorial in your course will explain this further
3. You will need to save your course completion certificate on your local computer for use when you register for your web based exam with us

## **Requesting Your Exam.**

4. ***When you are ready to register for your final exam***, simply login to your training portal, hover over “Exams” and then click on “Request Exam”
5. Fully complete this exam request form - completing all fields as marked, and uploading scanned copies of any previous ITIL certificates – as requested. (Full guidance is provided on screen)
6. *Within 48 hours* – this exam request will be verified and we will email you to confirm we have received your request and it has been passed to the Exam Institute

**Note:** *If your exam fee has not been paid at this stage, we will request payment here.*

7. Soon after, Loyalist Certification Services (LCS) the ITIL Examination Institute will email you directly to request your exam scheduling information

## **Scheduling Your Exam.**

8. LCS will contact you next via email. You will be assigned a web based ITIL exam ‘voucher’ code and a URL link to visit. Click the URL to schedule your exam session
9. You will complete the on screen form providing details such as: your name, email address, preferred date/time for exam, as well as the location of your exam
10. Once completed, LCS will contact you within 2 working days to confirm your exam session is scheduled and they will also provide you with some information about how your exam will operate.  
**You must read this carefully**
11. LCS will also explain how you can test your local computer and your web cam with the online exam system - in advance of your exam date/time. (If this is your first web based exam, you are advised to do this advance test – this will avoid any delays or issues later)

**Please continue onto the next page...**

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## Web Based Exam Requirements.

12. Some key requirements to be aware of: -
  - a. Your Exam is web based (unless you've arranged your own exam at a test centre independently) and relies on the following requirements/points:
  - b. You will be able to choose the date, time and location of your exam including your home or office address
  - c. Exams should be taken at a quiet location – free from any interruptions
  - d. Your desk space should be clear of all books, papers and materials
  - e. You should allow for some set-up time to ensure you can access the exam system successfully
  - f. You will need a basic **640 x 480 pixel web cam and microphone**
  - g. You will need good, reliable **access to the internet**
  - h. You will need **photo ID** to show your remote proctor. This can be any government issued ID (Drivers license for example), your passport, student ID and workplace access card
  - i. The exam is classed as a 'closed book' exam – **no** materials are allowed with you when you take the exam
  - j. You are allowed to have a blank piece of paper and a pen (which must be shown at the start of your session to your proctor) to make notes on during your exam session
  - k. Your remote Proctor will ask you to 'pan' your web cam (or laptop) around the room to check that you are alone and do not have access to any materials

## Your Exam Session.

13. Your remote proctor will assist you with starting your exam session on your computer
14. The exam scenarios and questions are presented on your computer and you can always see the timer – to help you keep track of your progress. Complete your exam questions as directed.
15. At the end of your exam - you will see your exam result on your computer screen - as soon as you have completed the exam.
16. Your official ITIL Certificate and Pin (where applicable) will be delivered within 2-3 weeks to your preferred address
17. If you do not pass - you can request a re-sit (using the above procedure) immediately.

## Technical Support and Assistance.

18. If you encounter any issues during your exam, your Proctor can assist you further. You also have access to 7 x 24 global technical support. This will be provided by LCS

**We wish you every success with your upcoming ITIL Examination!**