



**THE IIBA® GUIDE TO ONLINE  
PROCTORED EXAMS  
NOVEMBER 2023**

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## 1.0 The Online Remote Proctored Exam Experience

### Your Exam, Your Way.

IIBA<sup>®</sup> online remote proctored certification exams offer the convenience and flexibility to take your exam securely from the convenience of your home. You choose when to sit the exam. A simple check-in procedure, ID verification and monitoring by PSI-certified proctors ensures the integrity and security of the exam.



The online proctoring experience is most successful when you prepare in advance. Prepare in advance and know what to expect on exam day. Use the tips and practices in this guide for a smooth, stress-free online exam experience.

In addition to being offered in the remote online proctored format, CBAP<sup>®</sup> and CCBA<sup>®</sup> exams are also offered at PSI Exam Centers. See the [IIBA<sup>®</sup> Exam Information](#) page for details.

To provide **fairness, consistency and accuracy** in test taking, standardized procedures and strict security protocols are in place. Rules and protocols will be enforced on examination day and failure to follow the rules may result in the termination of the exam session.

## 2.0 Technical Requirements

<b>Operating System</b>	<p>Windows 10 (64-bit only) and Windows 11 (64-bit only) (Not 10s or 10 in S-Mode, Enterprise version unsupported)</p> <p>macOS Sonoma (14.x), macOS Ventura (13.x), macOS Monterey (12.x)</p> <p>Ubuntu 18.04, Ubuntu 20.04, Ubuntu 22.04</p>
<b>Screen Resolution</b>	<p>Minimum Resolution: 1024 x 768 in 16-bit color</p> <p>Recommended Resolution: 1920 x 1080 or higher in 32-bit color</p>
<b>RAM</b>	16 GB recommended; 8 GB minimum
<b>Bandwidth</b>	Minimum 300kbps
<b>Camera and Microphone</b>	Must be functional and available for testing
<b>Computer/laptop</b>	<p>Use a personal computer/laptop and not a work computer/laptop as a work one may have:</p> <ul style="list-style-type: none"> <li>▪ Software installed that could block the PSI Bridge exam software from launching</li> <li>▪ Applications running in the background that may not be able to be removed or closed down (e.g., Team Viewer)</li> </ul> <p>In cases where the exam is unable to launch, the scheduled exam will terminate, and the exam fee will be forfeited. There will be no refund.</p> <p>To ensure a consistent power supply, plug the computer into a power source for the duration of the exam.</p> <p>Tablets, mobile devices and Chromebook <b>CANNOT</b> be used.</p>
<b>One Monitor Only</b>	<b>Only one monitor</b> can be running during the exam. A desktop with two monitors or a laptop with a separate monitor cannot be used. If multiple monitors are connected, the system will detect this and the proctor will ask for it to be removed, covered or the screen turned away so that it is not facing the candidate.
<b>Network Security</b>	Corporate firewalls and VPNs often block the required secure connection. Take your exam in a setting without a corporate firewall.
<b>Internet Connection</b>	<p>Broadband (DSL, cable, fiber optic, or LAN/WAN) minimum 750 kbps, 3 Mbps or higher recommended. Check the connection through <a href="https://video-diagnostics.twilio.com/">https://video-diagnostics.twilio.com/</a></p> <p>Your location must support Voice Over Internet Protocol (VoIP) in order to complete the exam. When possible, use a hard-wired internet connection. Tethering to a mobile hotspot is strictly prohibited.</p>
<b>Technical Support</b>	<p>Live Proctoring - within US: 1-844-267-1017 Live Proctoring - outside US: 1-617-564-9052 Live Chat Support – <a href="#">link here</a></p> <p><b>Support and proctoring software are available only in English.</b></p>

## 3.0 System Compatibility Check

Run the [System Compatibility Check](#) to identify if your device meets the technical requirements for taking a proctored exam. Issues are often related to unstable internet connectivity, lack of bandwidth, out of date operating systems, unsupported devices or webcam issues. Use the same computer in the same location from where you will test.

Passing the compatibility check **does not necessarily** indicate that you will not experience issues during the time of your exam. The compatibility check does not verify firewall and VPN settings. In areas where governments have the ability to block access to cross-border websites and meter internet traffic you may experience additional restrictions that cannot be captured by the compatibility check.

## 4.0 Government Issued Photo Identification

To be admitted to the exam, you must provide a piece of government issued photo-identification (ID) that is current, signed and in western characters.

The first name and last name on the identification **MUST** match the spelling (in western characters) of the first name and last name on the email confirmation from PSI. If your name does not match, you must contact [certification@iiba.org](mailto:certification@iiba.org) at least [1 week before](#) your scheduled appointment.

If this is not done in time, you **will not be admitted to the exam** and will not be able to take the exam at the scheduled date and time. The exam fee will be forfeited, and you will have to pay IIBA to reschedule the exam.

### 4.1 Acceptable Government Issued Photo Identification

Acceptable identification (ID) must have a photo and signature, be the original (not photocopy) and not be expired. It must be in western characters.

The following identification is **ACCEPTED**:

- Government-issued Driver's license
- U.S. Department of State Driver's License
- National/State/Country Identification Card
- Government-issued Passport
- Passport cards

A webcam photo will be taken of you and your photo ID.

**NOTE:** If your ID does not show clearly on camera, you may be asked to use a clear glass with water to more clearly show your ID on camera.

## 5.0 Room / Workspace Set-up

### 5.1 Room

The exam room must be:

- Quiet and private with walls and a closed door, free from distractions
- Well-lit, uncluttered, and free from background noise
- Private so that no one else can be in, or enter the room during the exam session

### 5.2 Workspace

The computer/laptop must be on a table or desk and the work area must be:

- Clear of all materials and as clutter free as possible
- Clear of pictures, posters, whiteboards or any other restricted items

On exam day, you will be asked to scan the room and workspace, the floor and ceiling, do a self scan and scan the desk surface to ensure there are no restricted items in the area.

The proctor will view pictures and accessories on the wall, cabinet or wall unit and may ask for them to be removed from the room before releasing the exam. The proctor will monitor you via webcam and microphone throughout the exam session.

### 5.3 Personal Belongings

During the exam, you may not access hand-held computers or other electronic devices or wearable technology, pagers, cell/smartphones, watches, smartwatches, wallets, purses, hats (or other non-religious head coverings), bags, coats, books, notes, or any other materials not specifically approved.

### 5.4 The PSI Online Proctoring Experience Video

To know what to expect, view the [PSI Online Proctoring Experience video](#).

## 6.0 What's Allowed and Not Allowed

### 6.1 Allowed

- For CBAP/CCBA exams only: One 15-minute break
- Stretching in front of the camera as long as you do not leave the camera view. Maximum number of times you can do stretching is only ONCE. It will be counted as stretching if you stand up to do it
- Water in a clear container/bottle with no labels on it
- Blank paper (8.5x11”) or white board (8.5x11”) to make notes during your exam (note: Proctor will ask that you tear up the paper and erase the whiteboard before ending the exam)

### 6.2 Not Allowed

- No breaks allowed for AAC/CBDA/CCA/CPOA and ECBA exams
- Calculator
- Reference materials
- Food and drinks

## 7.0 Major and Minor Violations

### 7.1 Major Violations that Will End the Exam Session

There will be **no warnings** for these violations and the proctor will end the session. Your exam fee will be forfeited, and you will not get a refund on the fee.

	<b>PROCTORING RULE</b>	<b>WHAT DOES THIS MEAN</b>
1.	Someone else in the room / Seeking exam help	Someone other than the candidate in the room during the session and candidate asks for assistance on the exam
2.	Failed to erase/clean the whiteboard writing	Candidate did not wipe whiteboard at exam's conclusion
3.	Explicit Behavior	Candidate is acting in an inappropriate manner
4.	Explicit Materials	Candidate has inappropriate materials in view of the desktop
5.	Covering the camera	Candidate places an object over the camera to obstruct the proctor's view
6.	Failed to show allowed materials	Candidate did not show reference materials to the proctor
7.	Failed to rip allowed materials	Candidate did not destroy reference material
8.	Browsing other websites	Candidate is browsing the internet
9.	Browsing local computer	Candidate is browsing other local resources during the exam
10.	Copy exam content in paper/written	Candidate writes down exam content
11.	Screen recording software copies exam content	Candidate uses software to copy exam content
12.	Copy/paste content + saves to computer	Candidate performs a copy/paste of exam content and saves content
13.	Takes picture or video of the screen	Candidate takes a picture or video of the screen
14.	Other Application	Candidate is using "other" application on their computer
15.	Open calculator	Candidate is using a calculator on their computer
16.	Open notepad	Candidate is using notepad on their computer
17.	Open instant messaging	Candidate is using instant messaging on their computer
18.	Left room	Candidate left the room (with or without informing the proctor)
19.	Reference materials	Candidate is using reference materials when they are not allowed
20.	Handheld calculator	Candidate is attempting to use a handheld calculator when it is not allowed
21.	Using Mobile Device/Telephone	Candidate attempts to use a telephone or mobile device
22.	Using another computer	Candidate attempts to use another computer

## 7.2 Minor Violations and Number of Warnings Allowed

There will be one or more warnings for these violations and then the proctor will end the session. If your exam session is ended, your exam fee will be forfeited, and you will not get a refund on the fee.

**Remember:** Do not exit the camera view, keep hands visible to the camera at all times and do not cover your face or mouth with your hands. Do not talk or mouth words during your exam.

	<b>PROCTORING RULE</b>	<b>WHAT DOES THIS MEAN</b>	<b>WARNINGS ALLOWED</b>
1.	Talking to someone else in room	Someone other than the candidate in the room during the session and candidate speaks to that person	1
2.	Environment Changes	Candidate changes spaces during the exam	1
3.	Improper lighting	Lighting is inadequate or too strong for the proctor to see	2
4.	Improper device placement	Candidate camera is not placed for ideal viewing by the proctor	2
5.	Chewing gum or eating/drinking	Only a bottle/glass of water is allowed. Cannot have a label.	3
6.	Out of view of camera	Candidate moves temporarily out of the camera's line of sight	2
7.	Tapping feet or fingers	Candidate is causing noise unrelated to keyboard typing	3
8.	Talking aloud/Talking to yourself	Candidate is speaking aloud but not to someone else	2
9.	Explicit language	Candidate is using profane or abusive language out loud or via the chat	2
10.	Reading questions aloud	Candidate is reading the questions out loud	2
11.	Looking somewhere else	Candidate is not focusing eyes on the screen	2
12.	System Error	Candidate experiences a system error	3
13.	Lost Internet Connection	Candidate's internet service is interrupted	3
14.	Earbuds Present	Candidate has earbuds visible in the testing area	2
15.	Another Computer Present (not in use)	Candidate has another computer visible in the testing area	1
16.	Radio is Present	Candidate has a radio visible in the testing area	2
17.	Smartwatch is Present (not in use)	Candidate has a Smartwatch visible in the testing area	1
18.	Mobile Device Present (not in use)	Candidate has a mobile device visible in the testing area	1
19.	TV is present	Candidate has a TV visible in the testing area	1
20.	Headset Present	Candidate has headset or earbuds visible in the testing area	2



## 8.0 Special Accommodation

If special accommodation is required, contact IIBA [certification@iiba.org](mailto:certification@iiba.org) prior to scheduling your exam.

A modification to the exam procedure may be requested due to disability, handicap, or other condition that may affect the ability to sit for the exam. Special exam accommodation requests should be reasonable and not compromise the validity and reliability of the exam.

For special accommodations request:

- Do not yet schedule your exam
- Provide a note from a doctor or health care professional - do not provide x-rays, lab or test results
- Add your note to Google Drive, iCloud or a drop box, and email the link to [certification@iiba.org](mailto:certification@iiba.org)
- If you have to reschedule or cancel an exam, include the exam date and the desired exam date in your email as well

The note should support the need for your special accommodation and include:

- The diagnosis of your health condition or disability that significantly impairs your ability to read or write the exam, or any other related skills required to complete the examination
- The specific recommendation for your special accommodation(s)

Once your request has been approved, you will receive an email from IIBA on next steps to follow to schedule your exam.

## 9.0 Scheduling Your Exam

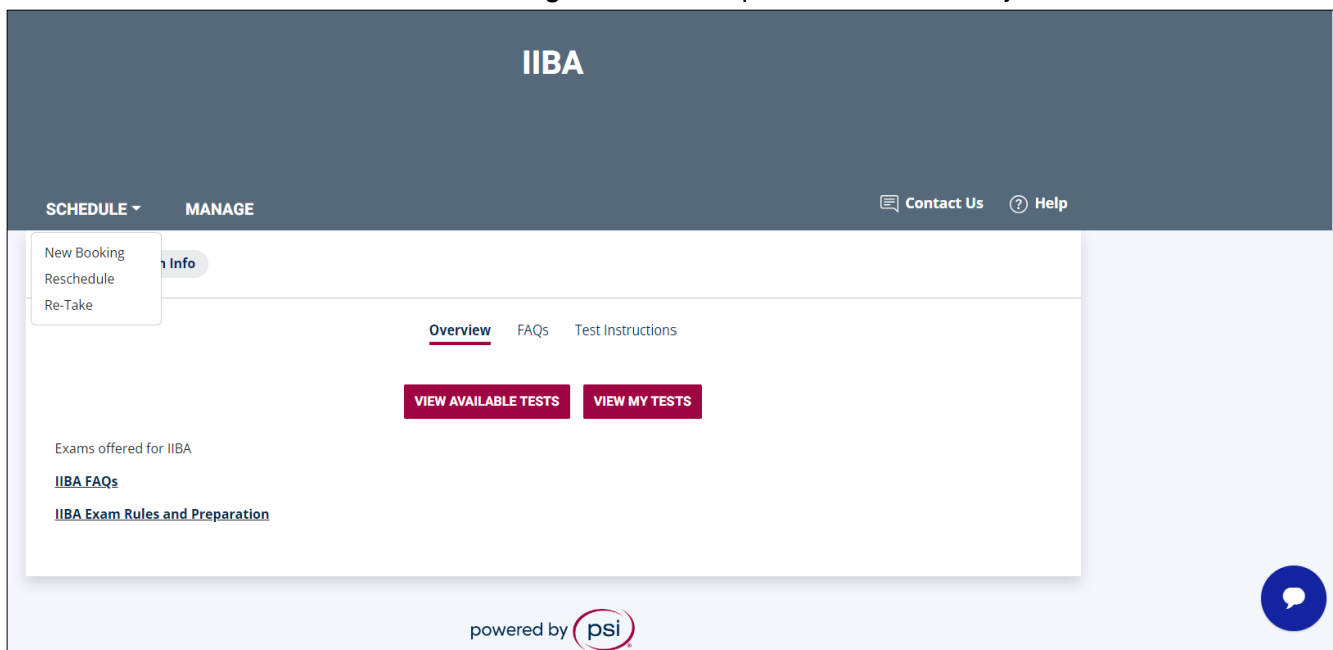
### 9.1 Schedule Your Exam

Once you have purchased the exam and agreed to the Attestations, you will be able to schedule the exam. Login to your IIBA portal, go to “My Certifications” and select “Get started” to Schedule and Pass Exam.

GOALS	Status
Complete your Attestations	Complete 
Schedule and Pass Exam	Incomplete <a href="#">Get started</a>

You will be connected to *PSI Scheduling*.

Select “**SCHEDULE**” and then “**New Booking**” from the drop-down box. Select your available test.



Follow the steps and “**CONTINUE BOOKING.**”

This page also shows FAQs and important instructions on exam rules. Review these so that you know what to expect and are prepared to take your Online Proctored exam.

Select **“Test Language”** from the drop-down box and **“CONTINUE BOOKING”** to see your Candidate Details (email address, name, street address) and then **“CONTINUE BOOKING.”**

If you require Special Accommodation, contact [certification@iiba.org](mailto:certification@iiba.org) before you schedule your exam. [See section 8.0 for details.](#)

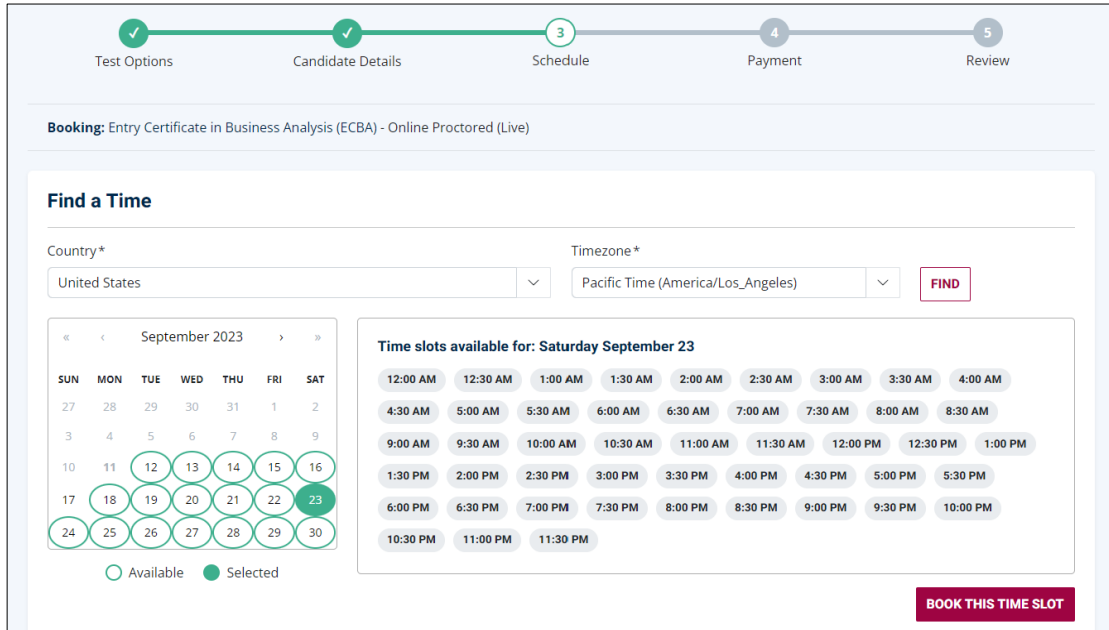
The screenshot shows the IIBA booking interface. At the top, the IIBA logo is displayed. Below it is a progress bar with five steps: 1. Test Options, 2. Candidate Details, 3. Schedule, 4. Payment, and 5. Review. The current step is 'Candidate Details'. Below the progress bar, the text reads 'Booking: Entry Certificate in Business Analysis (ECBA) - Online Proctored (Live)'. The main form area is titled 'Language' and contains a dropdown menu for 'Select Test Language\*'. Below this is the 'Test Format' section, which has a single option: 'Online Proctored (Live)' with a green checkmark and a help icon. A red 'CONTINUE BOOKING' button is located at the bottom right of the form. At the bottom of the page, it says 'powered by (psi)' and there is a blue chat bubble icon in the bottom right corner.

## Schedule

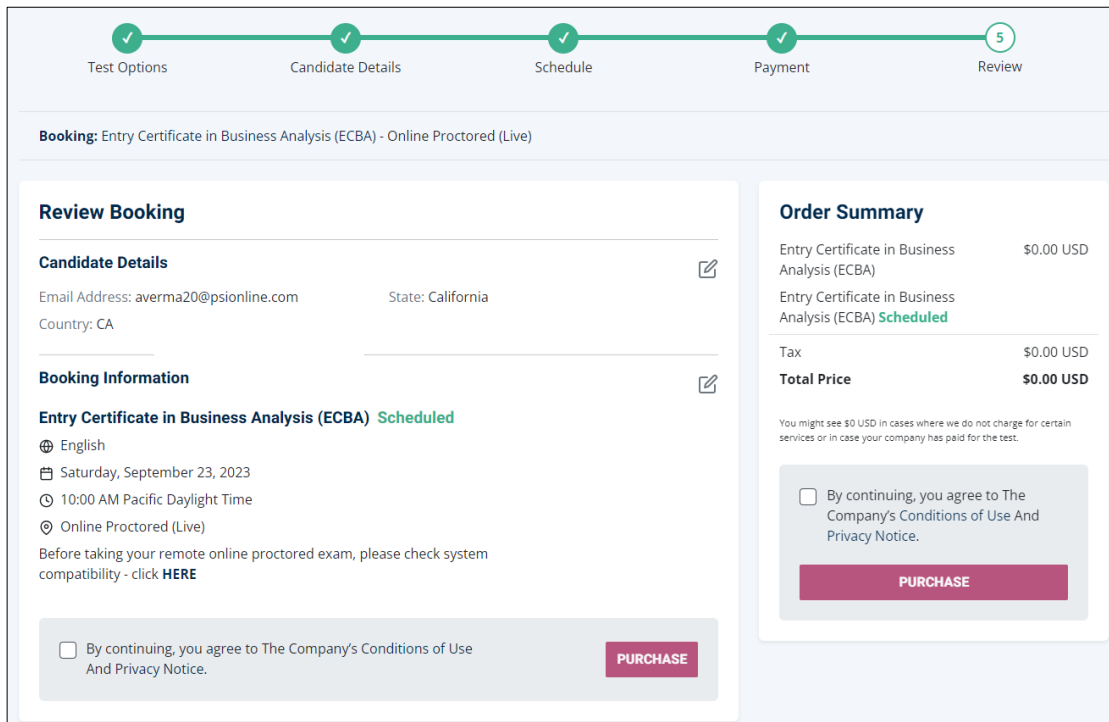
Select country, time zone, and find availability.

The screenshot shows the IIBA booking interface. At the top, the IIBA logo is displayed. Below it is a progress bar with five steps: 1. Test Options, 2. Candidate Details, 3. Schedule, 4. Payment, and 5. Review. The current step is 'Schedule'. Below the progress bar, the text reads 'Booking: Entry Certificate in Business Analysis (ECBA) - Online Proctored (Live)'. The main form area is titled 'Find a Time' and contains two dropdown menus: 'Country\*' with 'Canada' selected and 'Timezone\*' with 'Eastern Time (America/Detroit)' selected. A red 'FIND' button is located to the right of the second dropdown. At the bottom of the page, it says 'powered by (psi)' and there is a blue chat bubble icon in the bottom right corner. At the very bottom, there is a footer with links for 'Privacy Policy', 'Cookies Policy', 'Legal', 'Policy for Testing Minors', and 'Accessibility Statement', along with the text '2000/2020 PSI Services LLC, All Rights Reserved'.

Available time slots will open up for you to select and **“BOOK THIS TIME SLOT.”**



To complete the process, view **“Review Booking”** to ensure the information is correct and then select **“PURCHASE.”** Your booking will be confirmed, and you will be able to **“Review.”**



## 9.2 Reschedule or Cancel Your Exam

Exams can only be rescheduled or canceled **48 hours before** the scheduled appointment time. Failure to cancel or reschedule within this time will result in forfeiting exam fees.

Follow the steps in [Section 9.1](#) to complete this.

## 10.0 What to Do and Expect on Exam Day

Being prepared will reduce unknown factors and promote a positive exam experience.

### 10.1 Be Prepared



- Have your identification ready
- Be sure that you have met the technical requirements
- Ensure your testing area is clear, quiet, and free from distractions

### 10.2 Login to your IIBA Account to be Ready to Launch your Exam

- [Login](#) to your IIBA account, select “Certification” and then select “My Certifications”.

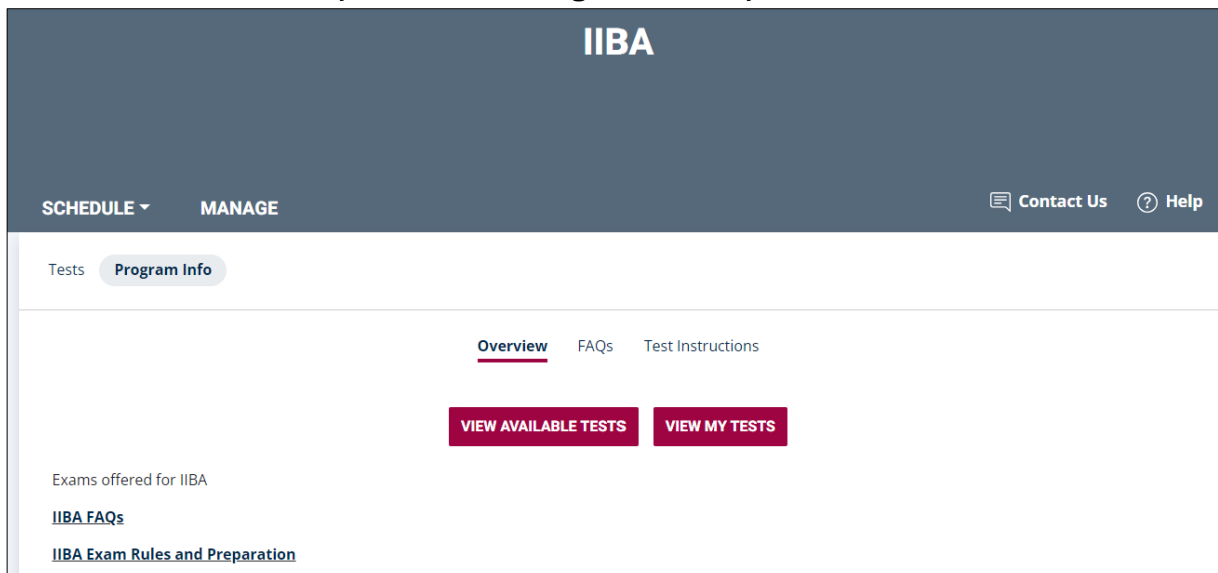


Select “Get started” to land on the PSI page so that you can launch your exam.

GOALS	Status
Complete your Attestations	Complete 
Schedule and Pass Exam	Incomplete 

**NOTE:** This is the only way to launch your exam. You must log in through the IIBA portal as it is the single sign-on procedure. Do not log in directly to PSI at any point.

Select “**MANAGE**” to view your exam booking and launch your exam.



### 10.3 Arrive on Time

- Arrive up to **15 minutes before** the scheduled time, you may have to wait but it is best to be early
- If you are 15 minutes later than your scheduled time, you will be marked **ABSENT** and will lose your exam spot. Your exam fee will be forfeited, and your exam fee will **not be refunded**.

### 10.4 Meet Your Exam Proctor

- The exam proctor will greet you and be there to assist you every step of the way
- You will be able to communicate with the proctor through live chat
- The proctor will be able to see and hear you, but you will not be able to see or hear the proctor
- The proctor is a trained professional, there to assist, monitor and ensure a smooth exam experience
- If technical support is required, the proctor will ask an agent to join the chat
- The Technical Support phone number will be provided on the screen, record it, in case you need to call for assistance

### 10.5 Know the Check-in Procedure

You will be prompted to:

- Download the secure browser so that it can install and run on your computer
- Present your identification (ID) to the camera
- Take a self scan and incremental room scan and review and re-do as needed
- Share your screen/computer access with the proctor in order to view and shut down any applications that are running

### 10.6 Do Appropriate Room Scan

You will be prompted to do an incremental room scan of a total of four, small videos. Each of the videos will have a separate page with instructions and you will scan:

- Room Scan and Workspace
- Floor to Ceiling
- Self Scan
- Desk Surface

#### How To Do the Floor to Ceiling Room Scan:

Start with the camera facing the floor beneath your exam space and scan upwards to the ceiling.

- Video should be slow and thorough
- You have **15** seconds to complete your scan
- Click the blue video button to begin and red stop button to end your scan
- Your video may take a few seconds to upload

The exam proctor is looking for security risks and prohibited items and will inspect wall hangings, pictures, bookshelves and electronic devices. You will be asked to remove items that could compromise the integrity of the exam and any prohibited items from the room.

Your check-in procedure, and your full exam session will be recorded and saved by PSI.

## 10.7 Acknowledge IIBAs Exam Rules

Before you can start the exam, you will be asked to agree to the [Exam Admission Rules](#):

### General Instructions

- Do not use cell phones, smartwatches, tablets, or any other type of electronic devices
- Do not capture screenshots of the test screens or the test results page
- Do not write down exam content
- Do not talk, whisper, or move your lips
- Avoid covering your mouth
- Do not cover the camera to obstruct the proctor's view
- Your entire face must be visible to the camera at all times
- Exam setting must be in a private space, not an open public area
- Do not have anyone else in the room with you
- Workspace must be well lit with proper lighting
- You must remain at your workspace area (desk or table)
- Both hands must be on or above your workspace area

### Not Allowed

- IIBA Exams NOT allowed to have a break: AAC/CBDA/CCA/CPOA/ECBA
- Calculator
- Reference materials
- Food and drinks

### Allowed

- IIBA Exams ALLOWED to have one 15-minute break. No extra time will be given: CBAP/CCBA
- You are allowed to do stretching in front of the camera as long as you do not leave the camera view. Maximum number of times you can do stretching is only ONCE. It will be counted as stretching if you stand up to do it
- Water in a clear container/bottle with no labels on it
- Blank paper (8.5x11") or white board (8.5x11") to make notes during your exam (note: Proctor will ask that you tear up the paper and erase the whiteboard before ending the exam)

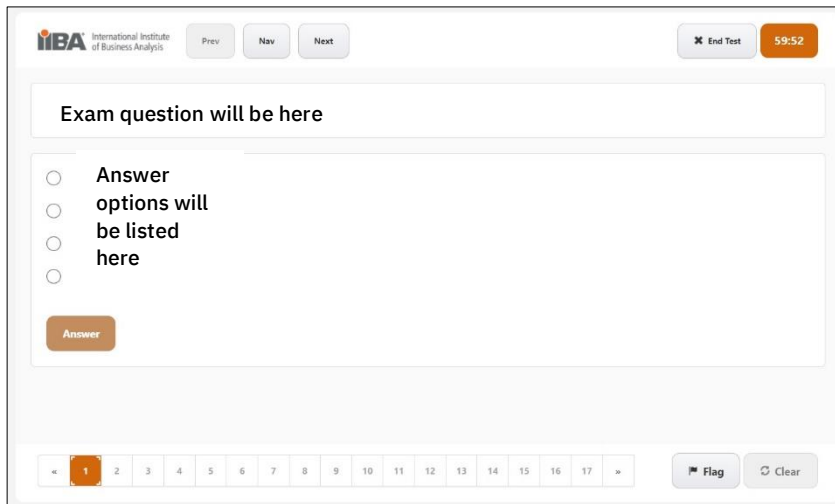
Certain violations may result in termination of your exam and possible forfeiture of your exam fees. If you need any assistance during your exam, click the chat option in the toolbar.

[CANCEL EXAM](#)

[AGREE](#)

## 10.8 Become Familiar with the Exam User Interface

The diagram below illustrates the format of IIBA’s multiple-choice exams. Navigation buttons and timer are located along the top. The question-and-answer options are listed in the middle. Select the option you prefer and click “Answer”. Use the navigation buttons on the bottom to flag, clear and move through each question. If your exam has a case study, as does CBAP®, it will also appear on the screen.



## 10.9 Know How to End the Exam

When you have completed answering the questions and are ready to submit your exam, the correct way to end the exam is to press the [END TEST](#) button.

You will get a message to confirm that you are ready to end your test. It will show any unanswered questions so that you can go back to answer those questions.

Once you have pressed the [END TEST](#) button, you will get the following message:  
*Are you sure you want to end the test? Click [OK](#) to end the test or [Cancel](#) to Return.*

When you click [OK](#), the exam is considered to be done and will be submitted.

A [pass or fail result will be displayed on the screen](#). IIBA does not provide exam scores. Within two business days, you will receive an email from IIBA with the exam performance summary and any next steps required.

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### NOTE:

Do not press the red X in the corner of the screen as it is not the proper way to close the exam and you will not get your result properly.

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