

WEB BASED EXAM CANDIDATE INSTRUCTIONS

A step by step guide on how to log in to start an exam session
This document should be given to each candidate on the exam day

Step 1: Go to the Passport WEB ATES website

- Launch the web browser and go to <https://webates.peoplecert.org>
- Passport WEB ATES requires Internet Explorer 7.0 (or later) or Mozilla Firefox 2 (or later).
- The screen resolution should be set to 1024x768 or higher.
- The Web Browser zoom should be set up at 100%.
- Java script must be enabled.
- In case of non compatibility please inform your Invigilator.



Step 2: Log in

- Enter your **Candidate ID** and **Examination PIN**, as provided by your Invigilator.
- Click **Log in**.
- In case of an error the following messages will appear:

Please type the credentials provided by the invigilator

Candidate ID	<input type="text" value="demo"/>
Examination PIN	<input type="text" value="demo"/>

Recommended Action

- Login Failure. Invalid username or password.
 - After 3 consecutive failed attempts to enter the **Examination PIN**, an **Image Code** will appear.
 - To successfully Log in enter your **Candidate ID** and **Examination PIN** and the **Image Code**
- Login Failure. Invalid human code.
- Login Failure. This exam is scheduled for a different time.
- Login Failure. This exam is cancelled.
- Login Failure. This exam is already finished.
- Login Failure. Communication Error. Contact support.
- Please check that you have correctly typed your **Candidate ID** and **Examination PIN**.
- Please check that you have correctly typed the image code.
- You try to register for an exam too early or too late. Please contact your Invigilator.
- The exam you are trying to register for is cancelled. Please contact your Invigilator.
- The exam you are trying to register for has been completed.
- The login process cannot continue. Please contact the PEOPLECERT Customer Support team.

Step 3: Verify your details

- After logging in, you need to **confirm** your personal details. If any of the information is incorrect, please inform your invigilator.
- Click **Next** to continue.

Step 4: Sign the Non-Disclosure Agreement

- Click **Next** to accept the terms and General Terms of Use of the Non-Disclosure Agreement that appears during this step.
- Click **End Exam** if you do not accept the terms and want to end the exam. A confirmation message will appear and you need to click **Yes** if you want to cancel the request and continue to the exam or **No** if you want to end the session.

Step 5: Start the exam

- Read the information carefully before you start the exam.
- If you are taking an ITIL Intermediate exam you may download the exam scenarios by clicking on the "Print Scenarios" button.
- If you are taking a Lean Six Sigma exam you may download the help file by clicking on the "Print the examination reference" button.

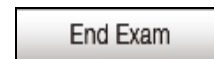
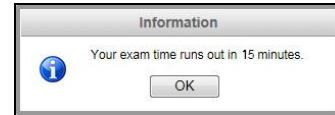
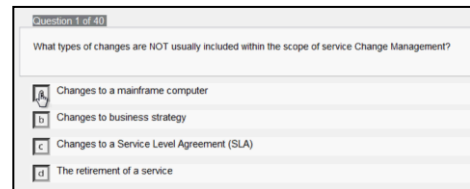
Please note that Acrobat reader is required in order to view the PDF file.

- Click **Next**.

Step 6: Answer questions

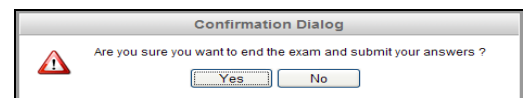
- The menu on the left shows all the question numbers (2). You can move from one question to the next by **clicking on the question number**. A **bullet** appears next to the question you are currently working on.
- If you are taking a Lean Six Sigma exam, you have the option to use the WEB ATES' calculator.

- To return to a question, you can **flag** it, by **checking the button** next to the question number on the left menu. To **unflag** it, **unclick the button**.
- You can flag more than one question.
- To answer a question, click on the circle of the answer you want (1). You can change your answer by clicking on a different option. You may review a question as many times as you want.
- A pop up message will remind you that time is running up!



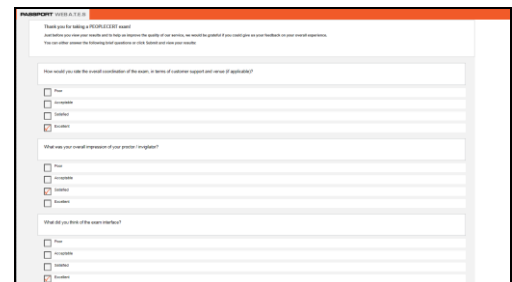
Step 7: Finish the exam

- When you have completed your exam, click **End exam** on the right menu. Your answers are automatically submitted and no changes can be made. Questions that have not been answered are marked as incorrect.
- You will need to **confirm** that you want to end the exam.



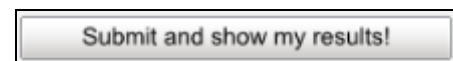
Step 8: Satisfaction Survey

- When you finish your exam, you are prompted to complete a short Satisfaction survey of 5 questions, which you can either complete, providing us with feedback on your exam experience, or skip and proceed to your results.



Step 9: Exam results

- When you submit the survey, the Exam Results Report is shown. Please note that the results are provisional and subject to verification by PEOPLECERT.
- Click the **Print Report** button to print the report.
- The exam session is now completed and you may close the web browser.
- Please note that the Exam Results Report is available for 24 hours after the exam has finished (login to the system using the credentials: **Candidate ID** and **Examination PIN**, as provided by your Invigilator).



Question	Score	Correct Answer	Selected Answer	Score
Q1: Service Management as a practice	2	2	2	100.0%
Q2: The Service Catalogue	4	4	4	100.0%
Q3: Generic concepts and definitions	4	4	4	100.0%
Q4: Key principles and objectives	2	2	2	100.0%
Q5: Processes	11	11	11	100.0%
Q6: Guidelines	3	3	3	100.0%
Q7: Roles	1	1	1	100.0%
Q8: Technology and architecture	9	9	9	100.0%