

ECC EXAM CENTER **&** **REMOTE PROCTORING SERVICES** **USER GUIDE**

EC-Council



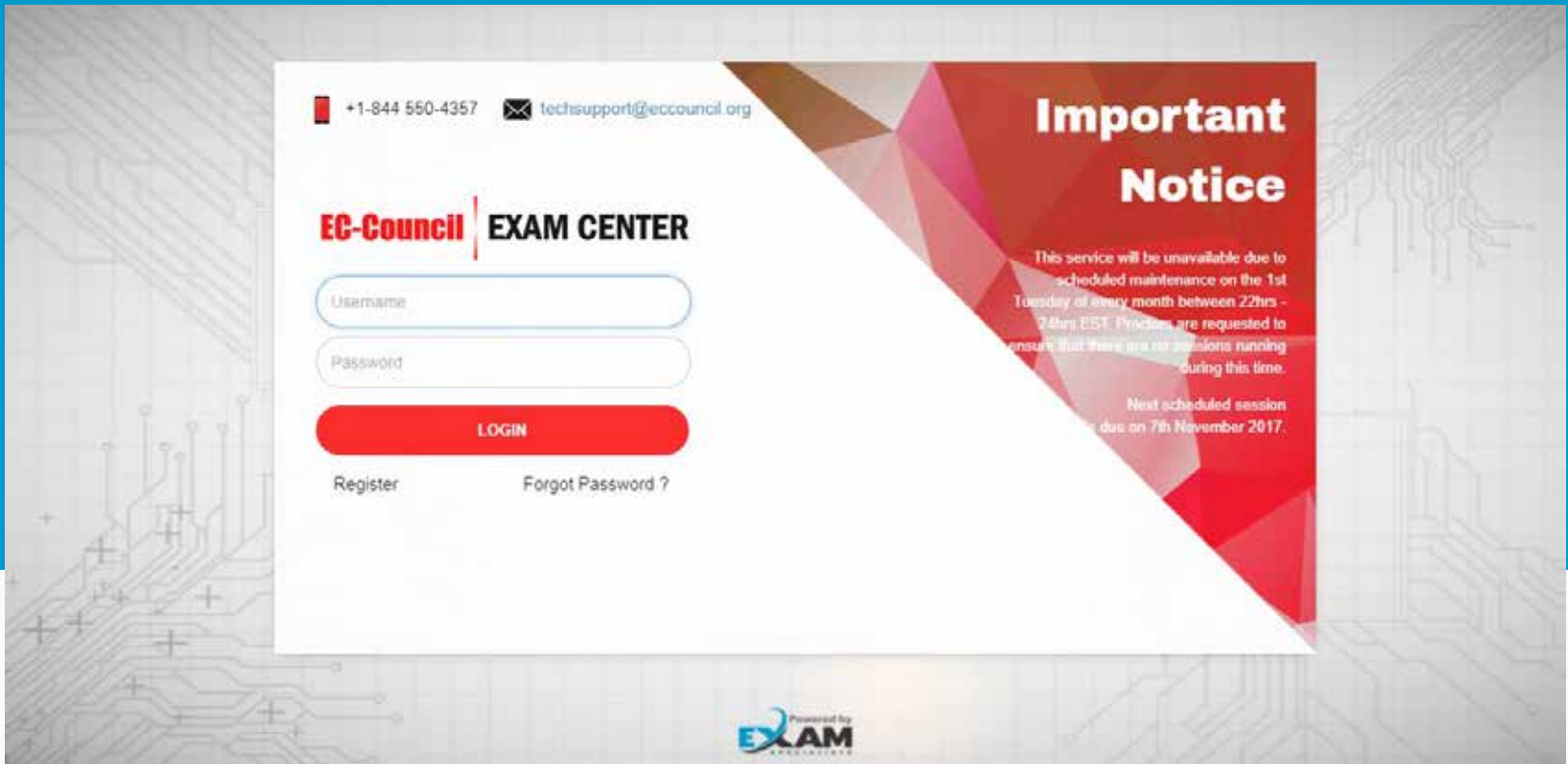
Welcome to EC-Council

The EC-Council Exam Center is now more convenient than ever! EC-Council has established online proctoring services which allow test takers to attempt exams from any desired location on a date and time that best fits their schedule.

This instructional, step by step guide will help you register via EC-Council's Online remote proctoring services and the ECC Exam center to schedule your exam in advance. Please review the instructions in full prior to scheduling your exam. Should you have questions on the process, please contact us at: techsupport@eccouncil.org.

LET'S GET STARTED!

Introduce Yourself to **EC-Council**



Create an account at <https://www.eccexam.com>

Please contact: techsupport@eccouncil.org with questions on registering an account.

Register

Username* (Username should be at least 10 characters long.)

Password*

Confirm Password*

First Name* Last Name*

Email Address*

Street

City*

State


Country* Postal Code*

Mobile Number

Please provide a valid mobile number and country code.

Read Acceptance of Terms and Conditions

Enter Captcha Text*



Please key in all the required details before
you click **Register**

Confirm Your Registration



A confirmation email has been sent to your registered email address with the activation link. Please click on the activation link to complete your registration.

Upon successful registration, you will receive an account activation link via e-mail.

Scheduling Your Exam

Requirments

Proctor exam specialists Connection Requirements

	MINIMUM REQUIREMENT	RECOMMENDED REQUIREMENT
DOWNLOAD SPEED	0.768 Mbps	
UPLOAD SPEED	0.384 Mbps	1 Mbps

Types of Approved Connections

Wireless (Wi-Fi)

Hardwired

What is the OS Requirement?

Remote proctoring Services only compatible with Windows and Mac computers/laptops.

	MINIMUM	RECOMMENDED
PC	Windows Vista	Windows 10 (10 S is not supported)
MAC	Mac OS X 10.5 or higher	Mac OS X 10.13 High Sierra

Chromebooks are only supported for the G Suite Certification and G Suite Administrator exams.

Linux/Unix/Android/Windows RT tablets, computers or phones are not compatible for your Remote proctoring session.



Create an account at
<https://proctor1.examspecialists.com/>

**Please contact: info@examspecialists.com with
questions on creating an account.**

Dashboard



My Profile



Schedule Session



View My Sessions



Test Equipment



Proceed to schedule your session by clicking on the **"Schedule Session"** icon.

Select New Session

Certification Provider :

EC-Council

Select your exam :

Certified Network Defender

Find Session

Please select **EC-Council** as your Certification Provider.

The system will list out the exams that are available.
Please select the appropriate exam that your exam voucher is for.

Click "**Find Session**" to check the availability of exam slots.

<

September 2017

>

Su	Mo	Tu	We	Th	Fr	Sa
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7

Exam Details

Description

- Available Slots For The Exam
- Current Day
- Selected Date

Available Slot Timings Selected Date: {29 Sep, 2017}

12:00 AM
29 Sep, 2017

Booked

02:00 AM
29 Sep, 2017

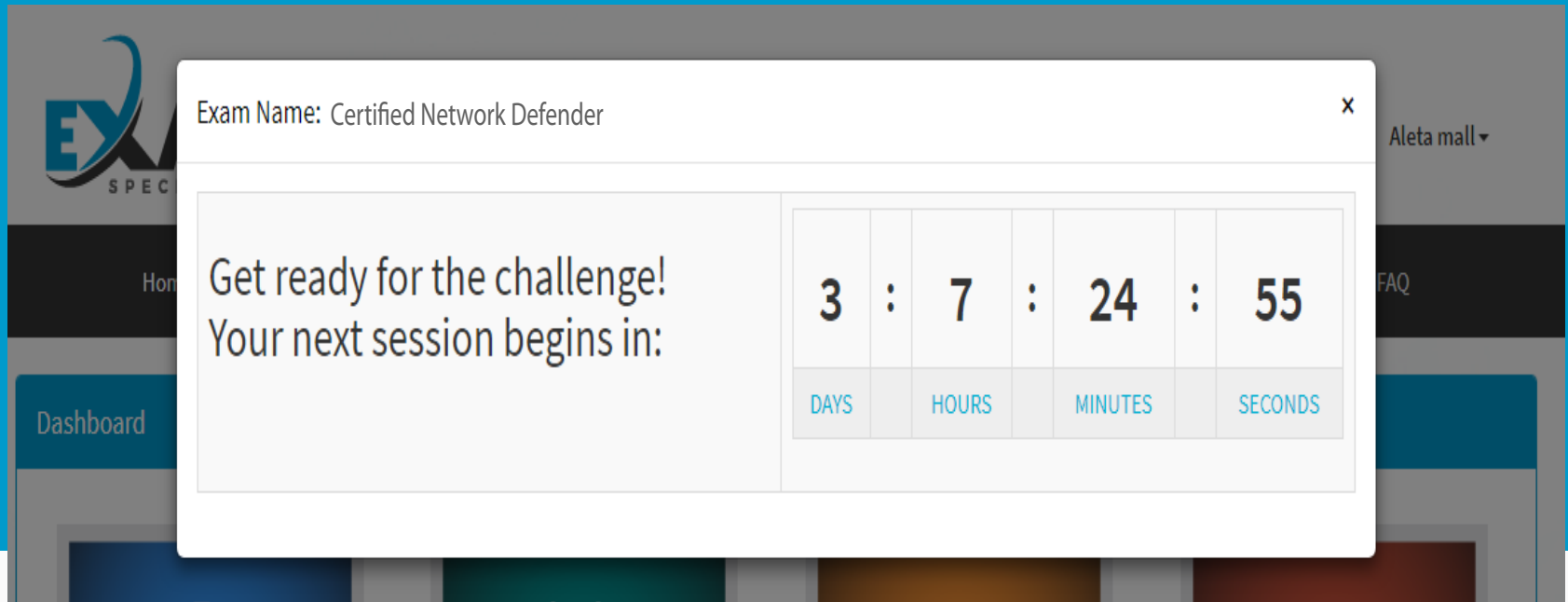
SELECT

Please click 'Schedule' to confirm your time: 02:00 AM, PST

Confirm

Next, the system will ask you to select the **date and time** you prefer to schedule the exam.

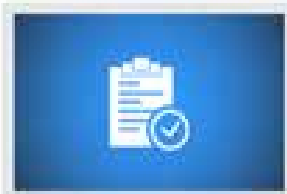
You will receive an email confirming your registered slot.



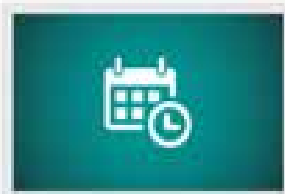
You will see the **countdown** to your exam slot appear on the top right hand side of the screen.

You will also receive a confirmation email with instructions sent to your registered email ID.

Home



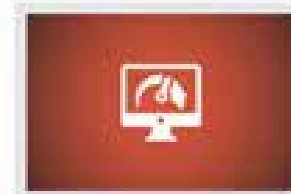
My Profile



Schedule Session



View My Sessions



Test Equipment



Click **"View My Sessions"** icon on the day of exam.

Ensure you have tested your equipment. You can do so by clicking on **"Test Equipment"** icon

Special Notes

As a test taker you will need to:

1. Have a reflex surface / mirror available if you are going to use a camera that CANNOT rotate 360 degrees.
2. Ensure that there is no one present in the room.
3. Ensure that you do not carry Books, Calculators, or Notes that are accessible during the session.
4. Ensure that you are not using any kind of software for assistance and that you do not have access to websites, except for the ECC exam center during the test session.
5. Ensure that you do not take any breaks during the exam, or leave the testing area visible to the remote proctor during the session.
6. Ensure that your proctor has witnessed your exam submission.
7. Understand and agree that you will cooperate with the identification check procedures prior to the session.

Note: EC-Council reserves the right to request additional documents upon registration or cancel your session if you fail to reply or provide the required documentation.

In a situation where the above conditions are not met, EC-Council reserves the right to put your certification status on hold.

Attempting the Exam

Windows Users

Windows Users

The screenshot shows a web interface titled "My Sessions". On the left, a message reads: "Get ready for the challenge! Your next session for CCISO Beta begins in: ". On the right, a large countdown timer displays "00 : 00 : 00 : 00" with labels "Days", "Hours", "Minutes", and "Seconds" below each respective number. Below the timer, a table lists exam sessions. The table has columns for "Exam Name", "Session Start Time", "Time Zone", and "Action". One session is listed: "CCISO Beta" starting on "11 Feb, 2019, 10:30" in "IST" time zone. The "Action" column contains three buttons: "RESCHEDULE", "CANCEL", and "START EXAM". At the bottom left, it says "Total: 1 Record(s) found". At the bottom right, there are controls for "Page Size" (set to 1) and "Page No." (set to 10).

Exam Name	Session Start Time	Time Zone	Action
CCISO Beta	11 Feb, 2019, 10:30	IST	RESCHEDULE CANCEL START EXAM

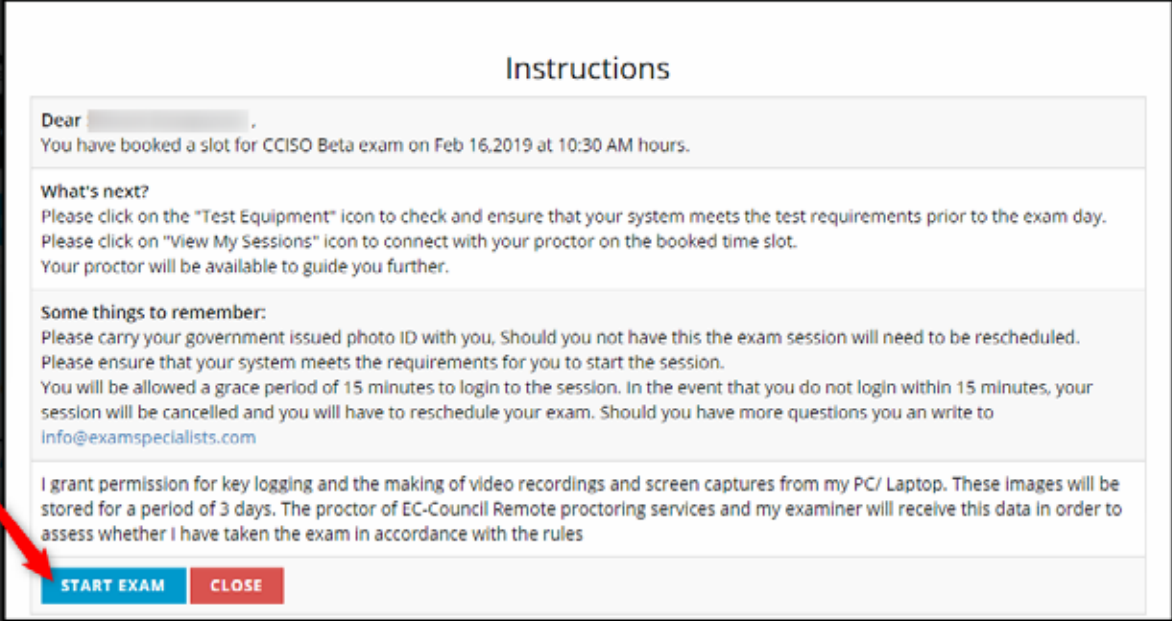
Total: 1 Record(s) found

Page Size: 1 Page No: 10

You will need to connect with your proctor by clicking the **"Start Exam"** icon.

Tip: You will be able to connect with your proctor only when all the numbers on your countdown appears as **"0"**

Windows Users



The screenshot shows a web application interface with a dark sidebar on the left containing a logo and navigation links like 'My Session'. The main content area is titled 'Instructions' and contains the following text:

Dear [redacted],
You have booked a slot for CCISO Beta exam on Feb 16, 2019 at 10:30 AM hours.

What's next?
Please click on the "Test Equipment" icon to check and ensure that your system meets the test requirements prior to the exam day.
Please click on "View My Sessions" icon to connect with your proctor on the booked time slot.
Your proctor will be available to guide you further.

Some things to remember:
Please carry your government issued photo ID with you, Should you not have this the exam session will need to be rescheduled.
Please ensure that your system meets the requirements for you to start the session.
You will be allowed a grace period of 15 minutes to login to the session. In the event that you do not login within 15 minutes, your session will be cancelled and you will have to reschedule your exam. Should you have more questions you can write to info@examsspecialists.com

I grant permission for key logging and the making of video recordings and screen captures from my PC/ Laptop. These images will be stored for a period of 3 days. The proctor of EC-Council Remote proctoring services and my examiner will receive this data in order to assess whether I have taken the exam in accordance with the rules

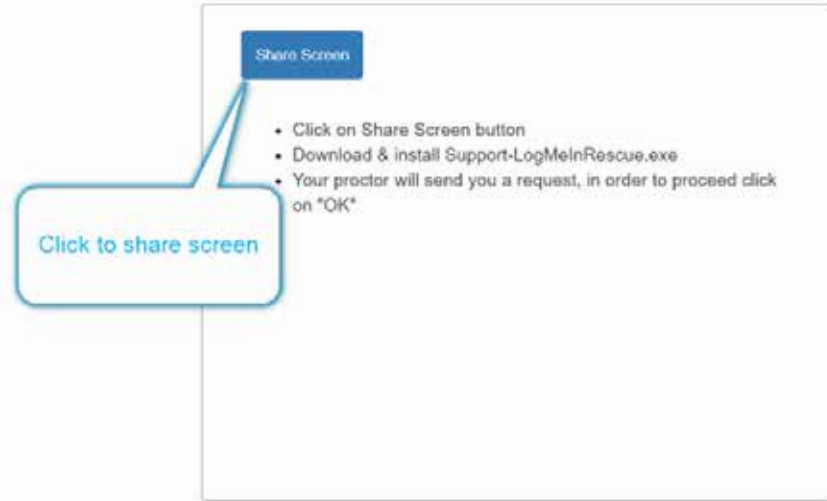
At the bottom of the instructions box are two buttons: 'START EXAM' (in a blue box) and 'CLOSE' (in a red box). A red arrow points from a speech bubble on the left to the 'START EXAM' button. The speech bubble contains the text 'Click to start Exam'.

Once you have followed the instructions, Click **"Start Exam"**.

Windows Users



Video Calling



Once you Click **"Start Exam,"** a new window will pop-up,
you need to **"Click to start Video chat "** to connect
with your proctor.

Windows Users

View My Session

https://proctor1.examspecialists.com/User/ViewMySession.aspx

Beta EXAM SPECIALISTS

Home | My Sessions | Schedule Session | Test Equipment

Pop-ups blocked:

- https://proctor1.examspecialists.com/User/ViewMySession.aspx
- ☒ Always allow pop-ups and redirects from https://proctor1.examspecialists.com
- ☐ Continue blocking

Manage Done

Allow the pop-ups and click done

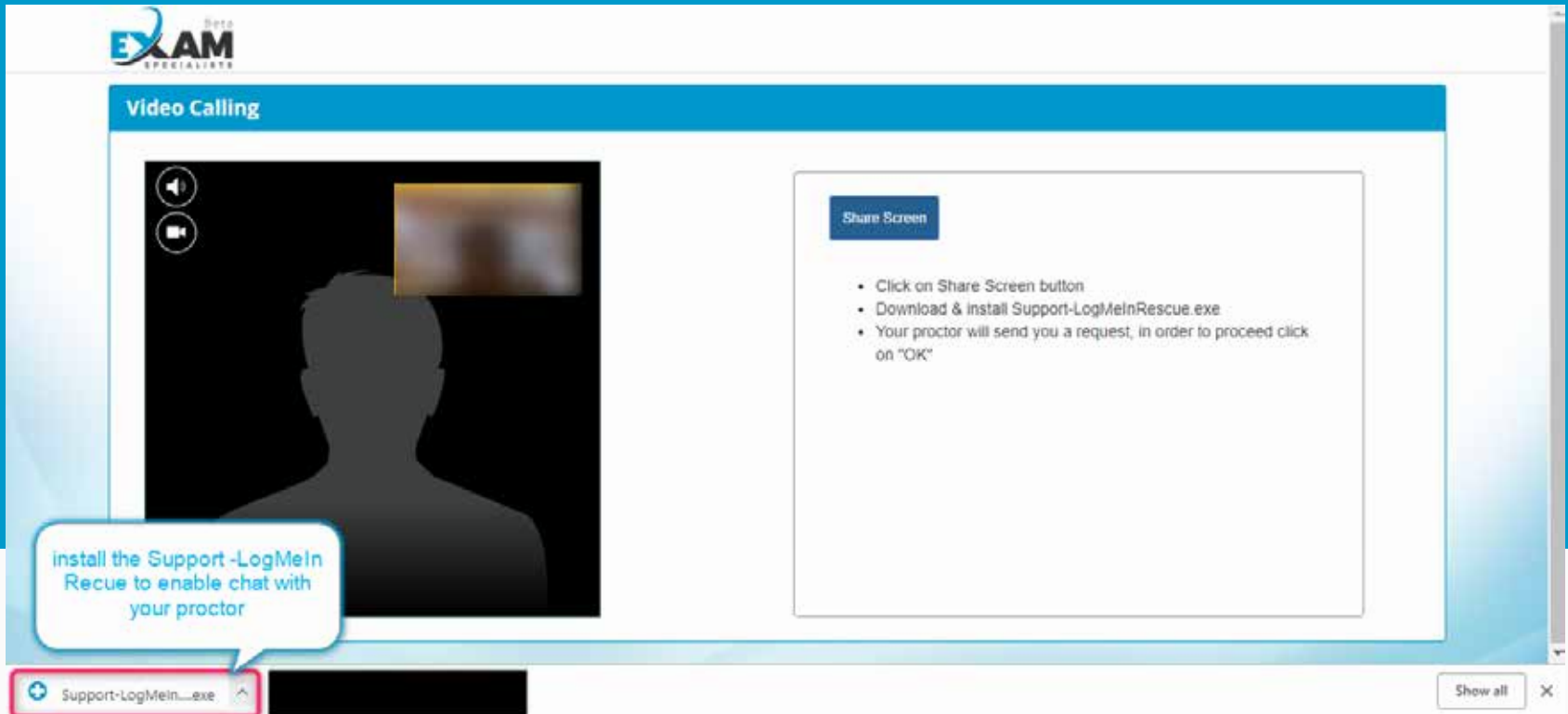
My Sessions

" Get ready for the challenge!
Your next session for CCISO Beta begins in: "

03:19:10:
Days Hours Minutes
34
Seconds

Allow Pop-Ups for **proctor1.examspecialists.com**

Windows Users



Once connected with the proctor, Click **"Share Screen"** and install the Support-LogMeIn Rescue application to enable chat with your proctor.

Windows Users

The screenshot displays the EXAM SPECIALISTS Beta Video Calling interface. On the left, a video call window shows a silhouette of a person with a small, blurred video feed in the top right corner. Above the video call, the text "Video Calling" is visible. To the right of the video call, there is a "Share Screen" button and a list of instructions:

- Click on Share Screen button
- Download & install Support-LogMeIn
- Your proctor will send you a request, on "OK"

A blue callout box points to the chat window on the right, containing the text: "On successful installation of Support-LogMeInRescue you will connect with the proctor."

The chat window, titled "EC-Council", shows a conversation with "aman". The chat history includes:

- 3:03 PM Connecting...
- 3:04 PM Connected. A support representative will be with you shortly.
- 3:04 PM Support session established with aman.
- 3:04 PM aman: Hi

The chat window also features a "Type here and press Enter to send" input field at the bottom.

Once you have successfully installed the Support-LogMeIn Rescue application, a chat window will enable.

MAC Users

MAC Users

My Sessions

" Get ready for the challenge!
Your next session for CCISO Beta begins
in: "

00 : 00 : 00 :

Days Hours Minutes

00

Seconds

Exam Name	Session Start Time	Time Zone	Action
CCISO Beta	11 Feb, 2019, 10:30	IST	<div>RESCHEDULECANCELSTART EXAM</div>

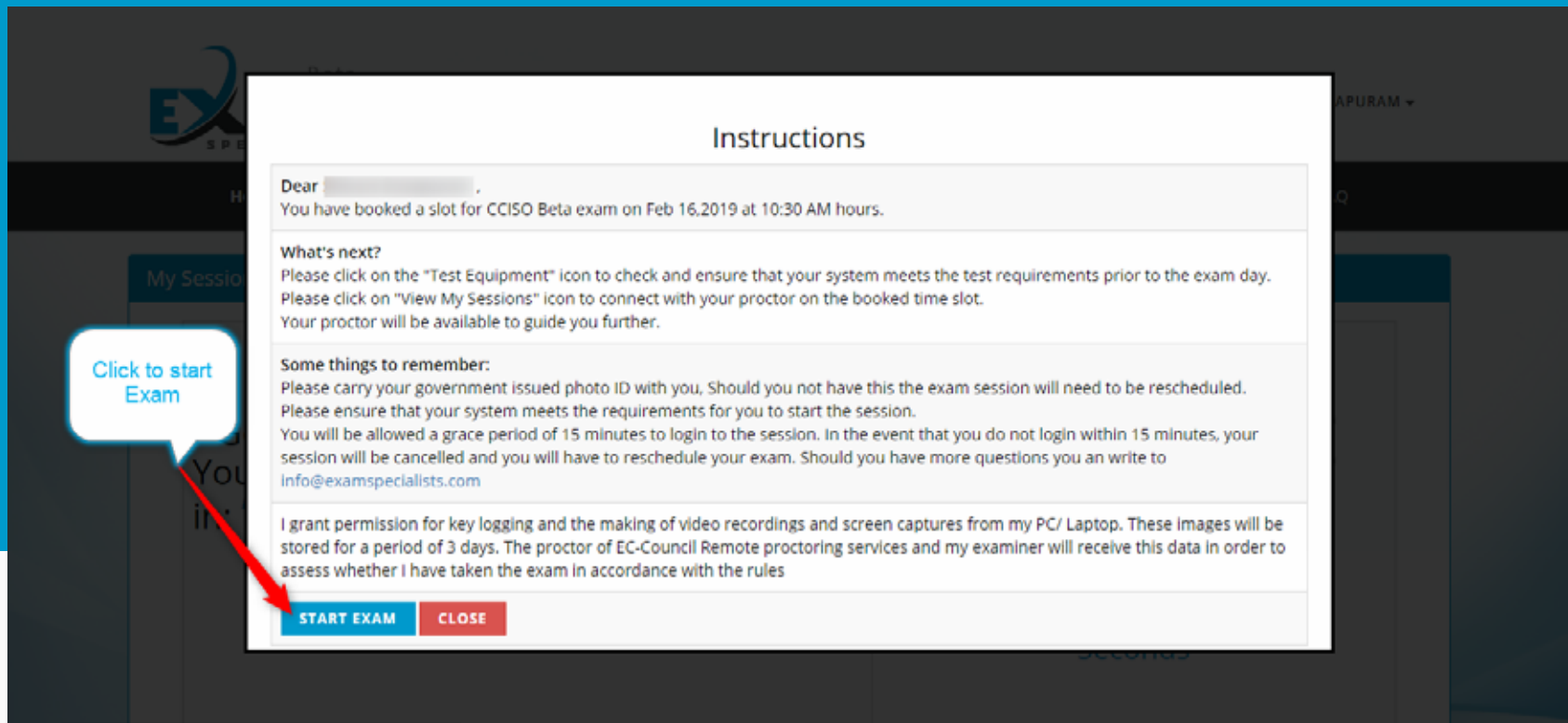
Total:1Record(s) found

Page Size : 10Page No : 10

You will need to connect with your proctor by clicking the **"Start Exam"** icon.

Tip: You will be able to connect with your proctor only when all the numbers on your countdown appears as **"0"**

MAC Users



The screenshot shows a web application interface with a dark sidebar on the left containing a logo and navigation links like 'My Session'. A central white modal window titled 'Instructions' contains the following text:

Dear [redacted],
You have booked a slot for CCISO Beta exam on Feb 16, 2019 at 10:30 AM hours.

What's next?
Please click on the "Test Equipment" icon to check and ensure that your system meets the test requirements prior to the exam day.
Please click on "View My Sessions" icon to connect with your proctor on the booked time slot.
Your proctor will be available to guide you further.

Some things to remember:
Please carry your government issued photo ID with you, Should you not have this the exam session will need to be rescheduled.
Please ensure that your system meets the requirements for you to start the session.
You will be allowed a grace period of 15 minutes to login to the session. In the event that you do not login within 15 minutes, your session will be cancelled and you will have to reschedule your exam. Should you have more questions you can write to info@examsspecialists.com

I grant permission for key logging and the making of video recordings and screen captures from my PC/ Laptop. These images will be stored for a period of 3 days. The proctor of EC-Council Remote proctoring services and my examiner will receive this data in order to assess whether I have taken the exam in accordance with the rules

At the bottom of the modal are two buttons: 'START EXAM' (blue) and 'CLOSE' (red). A red arrow points from a speech bubble on the left, which says 'Click to start Exam', to the 'START EXAM' button.

Once you have followed the instructions, Click **"Start Exam"**.

MAC Users

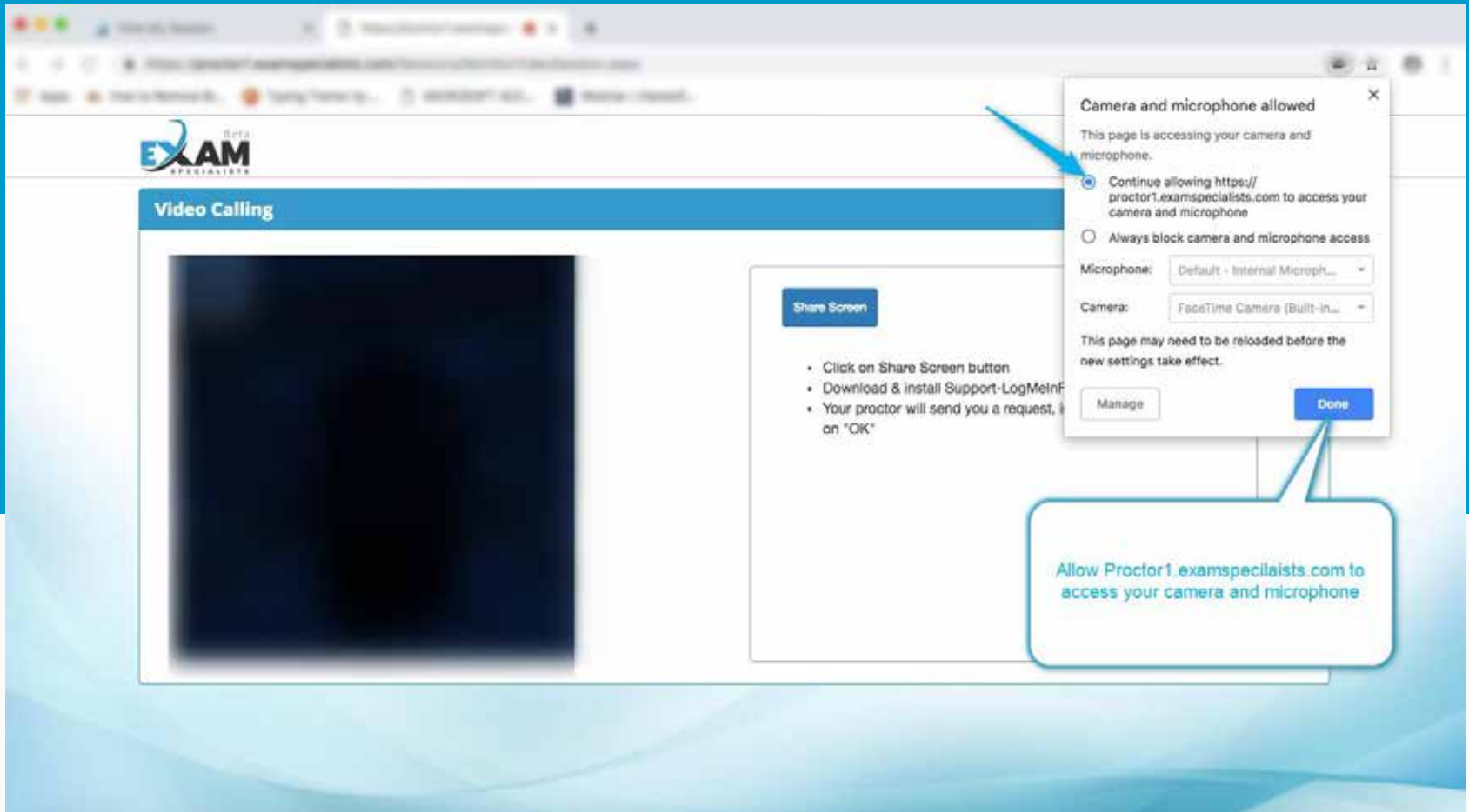


Video Calling



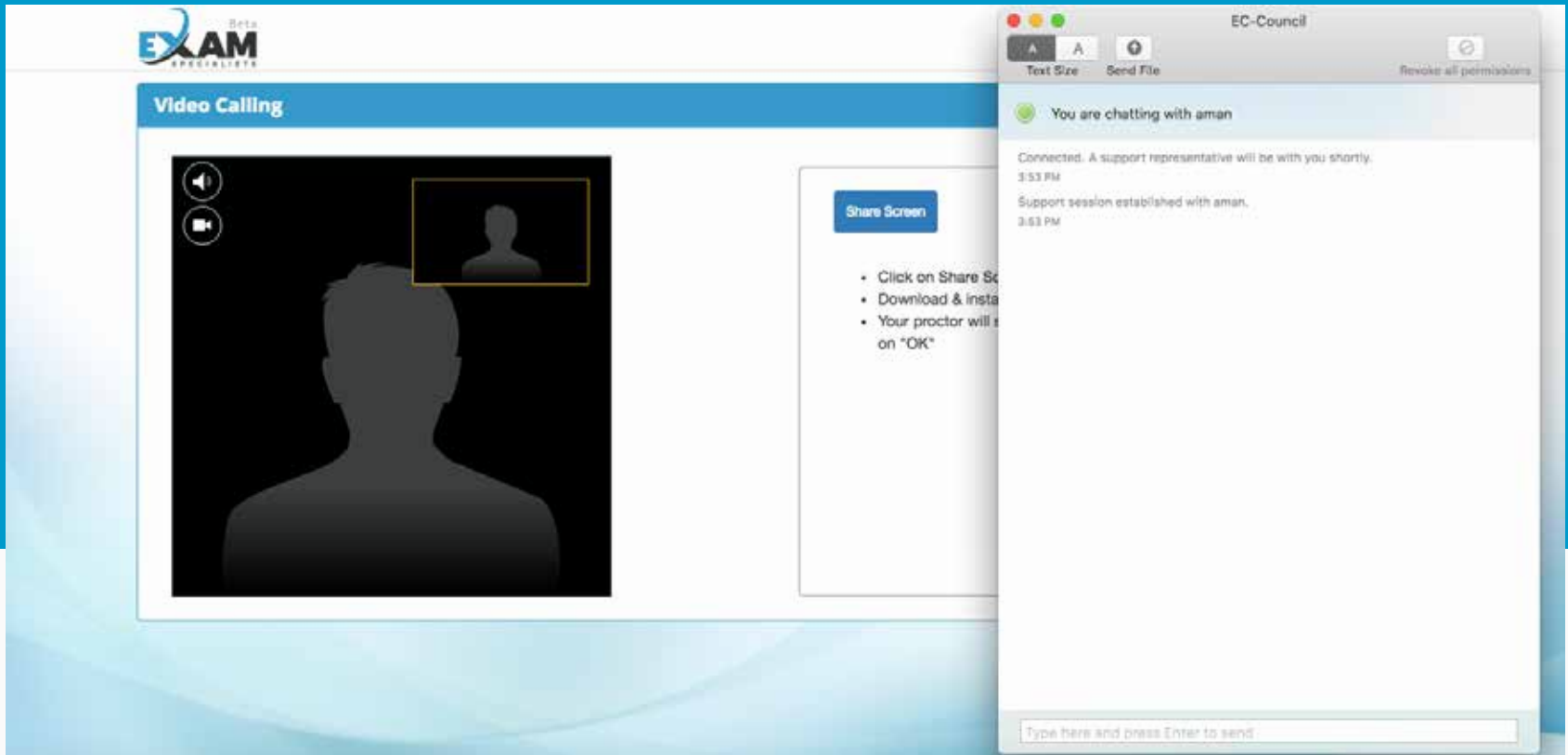
Once you Click **"Start Exam,"** a new window will pop-up,
you need to **"Click to start Video chat "** to connect
with your proctor.

MAC Users



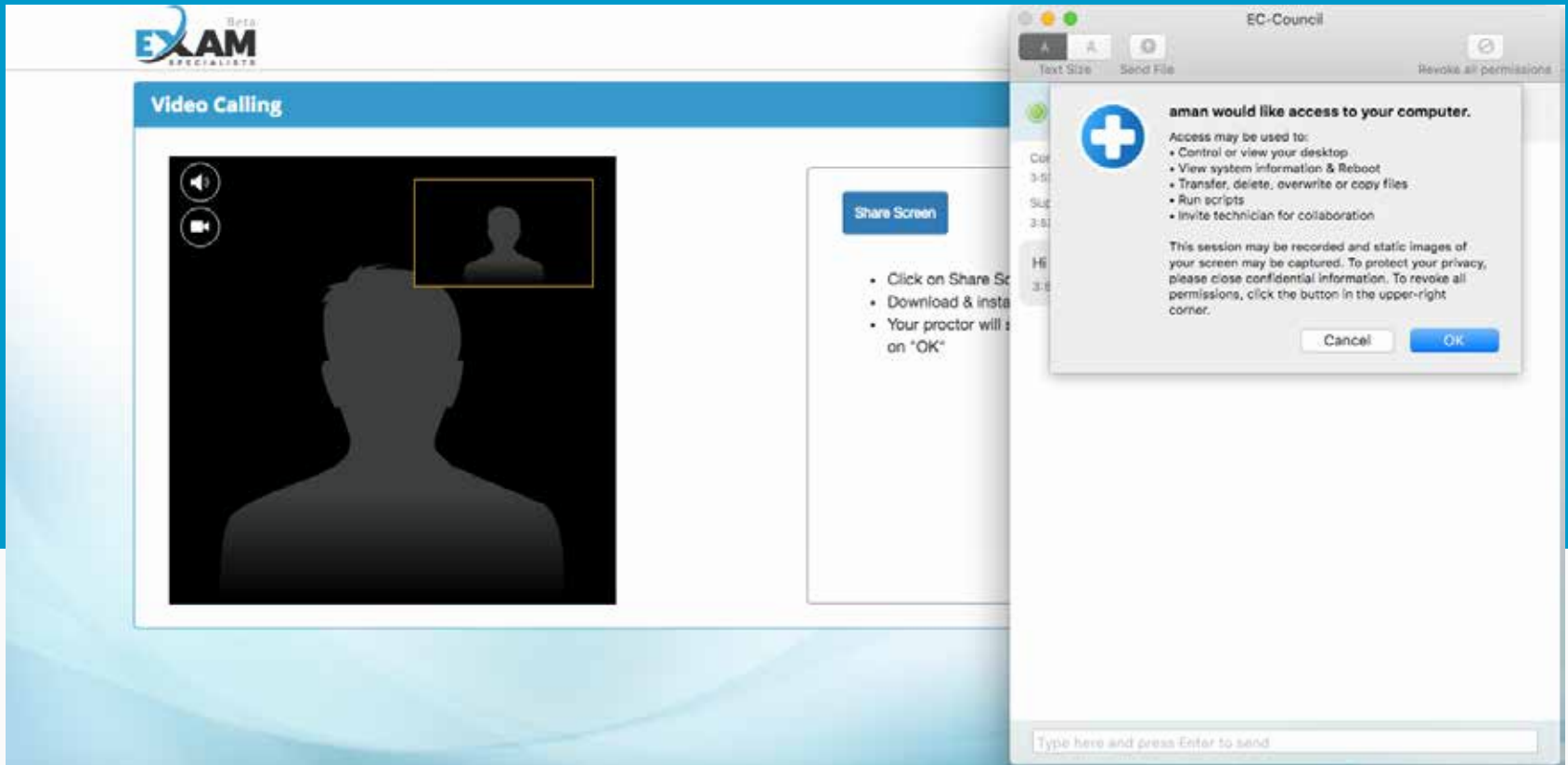
Allow Pop-Ups for **proctor1.examspecialists.com**

MAC Users



Once connected with the proctor, Click **"Share Screen"** and install the Support-LogMeIn Rescue application to enable chat with your proctor.

MAC Users



Click **OK** to allow remote access and enable screensharing option for your proctor to unlock the exam and monitor your screen



After you are connected to your proctor via webcam and screen-sharing software, the proctor will request to see **your photo ID and ask publicly available information for authentication purposes**. You will also be asked to perform a few short exercises to ensure that there are no unauthorized materials in the exam vicinity.

The image shows a login page for the EC-Council EXAM CENTER. At the top left, there is contact information: a phone icon with the number +1-844 550-4357 and an email icon with the address techsupport@eccouncil.org. The main header features the EC-Council logo in red and the text EXAM CENTER in black. Below the header are two input fields for Username and Password, followed by a red LOGIN button. At the bottom of the login section are links for Register and Forgot Password ?. A large red banner on the right side contains an Important Notice about scheduled maintenance on the 1st Tuesday of every month between 22hrs - 24hrs EST, with the next session due on 7th November 2017. The background has a light gray circuit board pattern. At the bottom center, there is a logo for 'Powered by EXAM'.

+1-844 550-4357 techsupport@eccouncil.org

EC-Council | **EXAM CENTER**

Username

Password

LOGIN

[Register](#) [Forgot Password ?](#)

Important Notice

This service will be unavailable due to scheduled maintenance on the 1st Tuesday of every month between 22hrs - 24hrs EST. Proctors are requested to ensure that there are no sessions running during this time.

Next scheduled session due on 7th November 2017.

Powered by **EXAM**

Login to your account using the credentials that you have previously created.

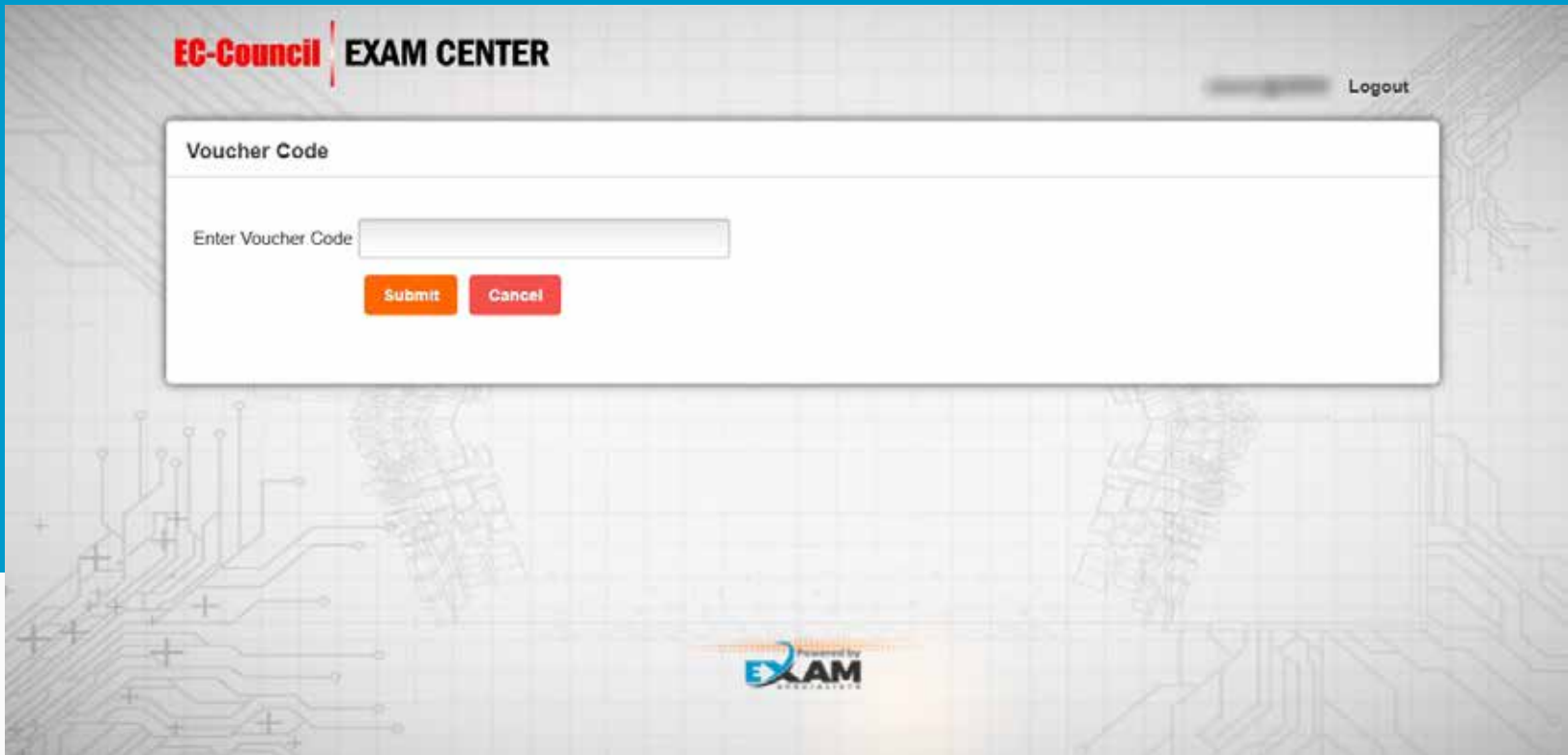


Online Exam Made Easy

Home



Click **"Take Test"**



The screenshot shows the EC-Council EXAM CENTER interface. At the top left, the logo "EC-Council" is in red, followed by "EXAM CENTER" in black. In the top right corner, there is a "Logout" link. The main content area is a white box with a "Voucher Code" title. Below the title, there is a text input field with the placeholder "Enter Voucher Code". Underneath the input field are two buttons: an orange "Submit" button and a red "Cancel" button. The background of the page features a faint circuit board pattern. At the bottom center, there is a logo for "EXAM" with the text "Powered by" above it.

Next, you need to enter your exam **"voucher code"** that you have received to proceed to the exam.

Proctor Details

Proctor ID

Password



Next, your proctor will be required to key in the **Proctor ID** and **Password** to unlock the exam.

Instructions

At EC-Council, protection of your personal information, and making sure you understand how and why it is processed, is of paramount importance to us. As a data processor for your test sponsor, EC-Council processes your personal information only for the purposes of registering and scheduling you for a test, administering that test, and processing the results.

At no time will your personal information be used by EC-Council for any other purpose without your permission.

Your personal information, including your test results, will be provided to your test sponsor for the purposes of providing scores, certification, or other benefits to you.

EC-Council may also disclose your personal data to other EC-Council entities for the purpose of providing you with testing information, administering the test, or processing your results.

These EC-Council entities may be located outside the country in which you take the test, and your personal information may be processed or stored there to provide results and information to your test sponsor.

Adequate protection of your personal information is ensured at all EC-Council entities. You may access, limit the use of, or change your personal information by contacting your test sponsor during normal business hours.

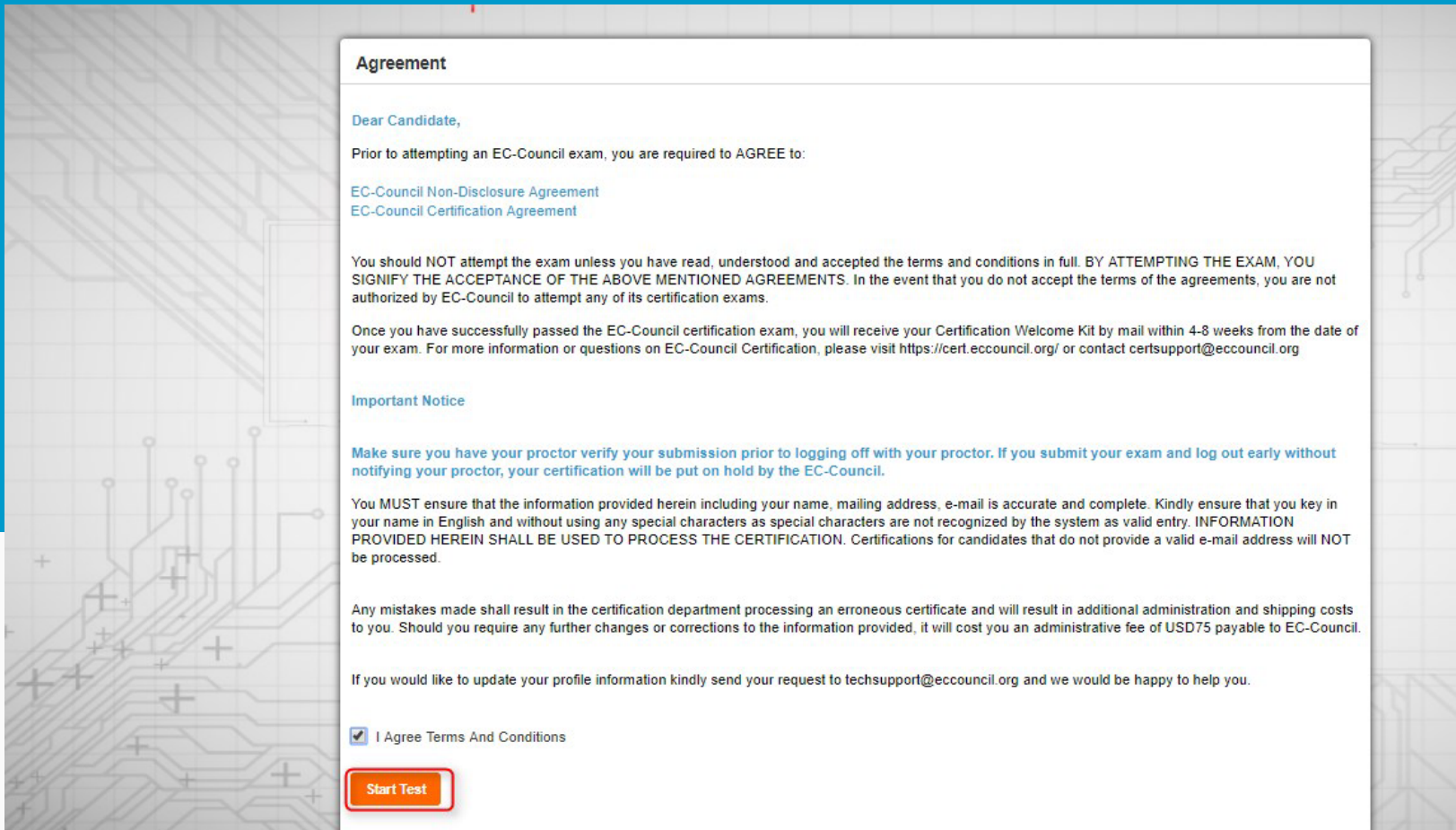
If you test with multiple test sponsors, EC-Council may update your personal information for all test sponsors upon receipt of a change to your personal information.

The above processing is necessary to administer a test to you, and we cannot register you for a test, if you do not agree to personal information processing by EC-Council as described above.

You will have to contact your test sponsor if you do not agree to this processing.

Next

Read the instructions and click "Next".



Agreement

Dear Candidate,

Prior to attempting an EC-Council exam, you are required to AGREE to:

- [EC-Council Non-Disclosure Agreement](#)
- [EC-Council Certification Agreement](#)

You should NOT attempt the exam unless you have read, understood and accepted the terms and conditions in full. BY ATTEMPTING THE EXAM, YOU SIGNIFY THE ACCEPTANCE OF THE ABOVE MENTIONED AGREEMENTS. In the event that you do not accept the terms of the agreements, you are not authorized by EC-Council to attempt any of its certification exams.

Once you have successfully passed the EC-Council certification exam, you will receive your Certification Welcome Kit by mail within 4-8 weeks from the date of your exam. For more information or questions on EC-Council Certification, please visit <https://cert.eccouncil.org/> or contact certsupport@eccouncil.org

Important Notice

Make sure you have your proctor verify your submission prior to logging off with your proctor. If you submit your exam and log out early without notifying your proctor, your certification will be put on hold by the EC-Council.

You MUST ensure that the information provided herein including your name, mailing address, e-mail is accurate and complete. Kindly ensure that you key in your name in English and without using any special characters as special characters are not recognized by the system as valid entry. INFORMATION PROVIDED HEREIN SHALL BE USED TO PROCESS THE CERTIFICATION. Certifications for candidates that do not provide a valid e-mail address will NOT be processed.

Any mistakes made shall result in the certification department processing an erroneous certificate and will result in additional administration and shipping costs to you. Should you require any further changes or corrections to the information provided, it will cost you an administrative fee of USD75 payable to EC-Council.

If you would like to update your profile information kindly send your request to techsupport@eccouncil.org and we would be happy to help you.

☒ I Agree Terms And Conditions

Start Test

After reading the agreement provided on your screen, you can then click **"Start Test"** to begin your exam



The exam will begin.

Note: You can review the exam questions at any point in time during the exam by clicking **“Mark for review and Next”** button.

EC-Council

EXAM CENTER

Cyber Security awareness Quiz

Time : 00:13:55

End Test

- Select Question -

Roger is a hardcore Facebook addict. He wants to meet someone from their college. He wants to talk to her without letting her know about this. The girl has an e-mail password. Roger collected all the information and successfully guessed her mail account password. What is such a password attack?

☐ Identity theft

☒ Social engineering

☐ Session hijacking

☐ Facebook defacement

Submit Test

click **No** to continue with your test.

click **Yes** to submit your test.

Yes

No

Answer

Mark for review and Next

Your Progress

Answered

Marked for Review

100%

1

2

3

4

5

Once you answer all of the questions,
please click the **“End Test”** button.

Results

Candidate Name	Mr. John
Test Name	CCNA 101-1010-1010-1010
Start Date	2018-01-01 10:00:00 AM
End Date	2018-01-01 10:00:00 AM
Total Score	100%
Passing Score	75%
Gained Score	80%
Final Result	Pass

[Click Here For More Details](#)

You will be able to view your results on screen.

Test History

Cyber Security Awareness Quiz

Candidate Name	John Smith
Test Name	Cyber Security Awareness Quiz
Date Test Taken	10 February 2017
Total Score	100%
Passing Score	75%
Gained Score	75
Final Result	Passed

Select Download Transcript to view the result details

[Download Transcript](#)

Select the **“click here for more details”** link to download the transcript.

After The Exam

For those who pass the exam, kindly take note that you will receive your Aspen account details within **7-10** days of your exam date from aspencert@eccouncil.org. From there, you will be able to access the digital copy of your certificate.

Please note that commencing January 1st, 2019, EC-Council will no longer ship out physical certificates. You can continue to download your e-Certificates from the ASPEN portal. Please visit the below link and submit the web form to apply for a re-print and the service fee shall be \$75.

<https://cert.eccouncil.org/physical-certificate-printing.html>

Any Issues



You can write an email to support@examspecialists.com
or
call on +1-844 550-4357
or
live chat