

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



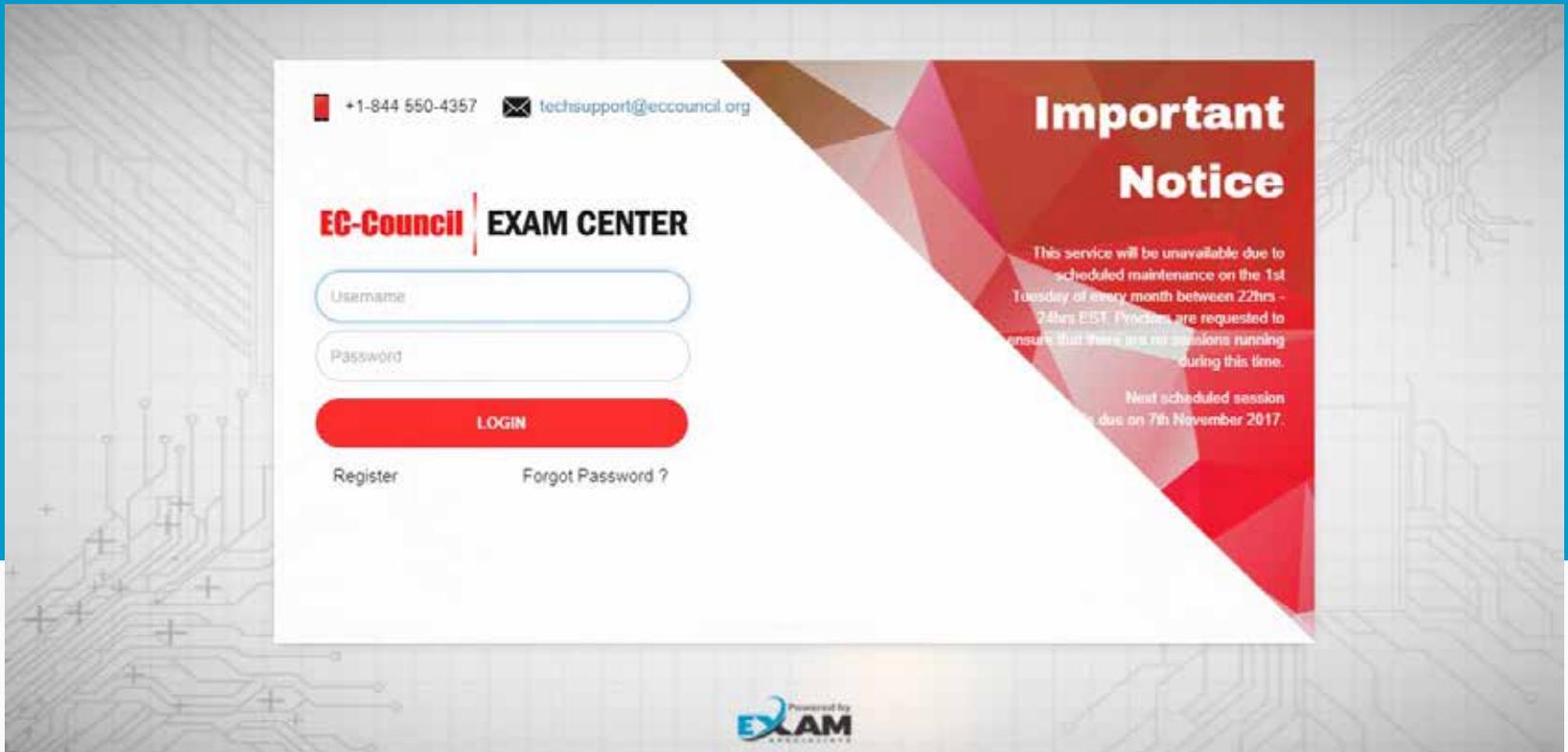
## Welcome to EC-Council

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](mailto: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](mailto: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

Enter Captcha Text \*



Register

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](mailto:info@examspecialists.com) with  
questions on creating an account.**

Dashboard



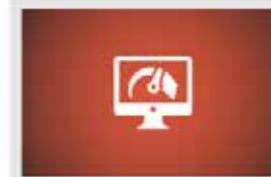
**My Profile**



**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

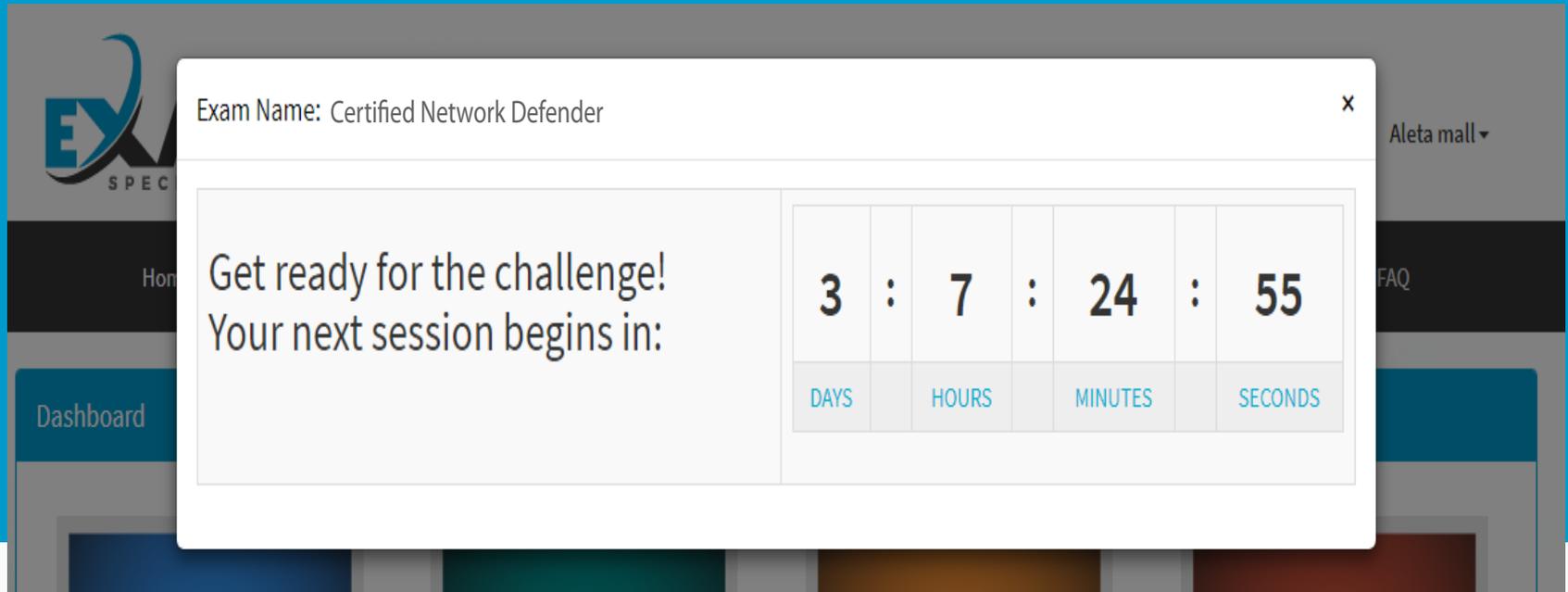
Available Slot Timings Selected Date: {29 Sep, 2017}

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

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	<a href="#">RESCHEDULE</a> <a href="#">CANCEL</a> <a href="#">START EXAM</a>

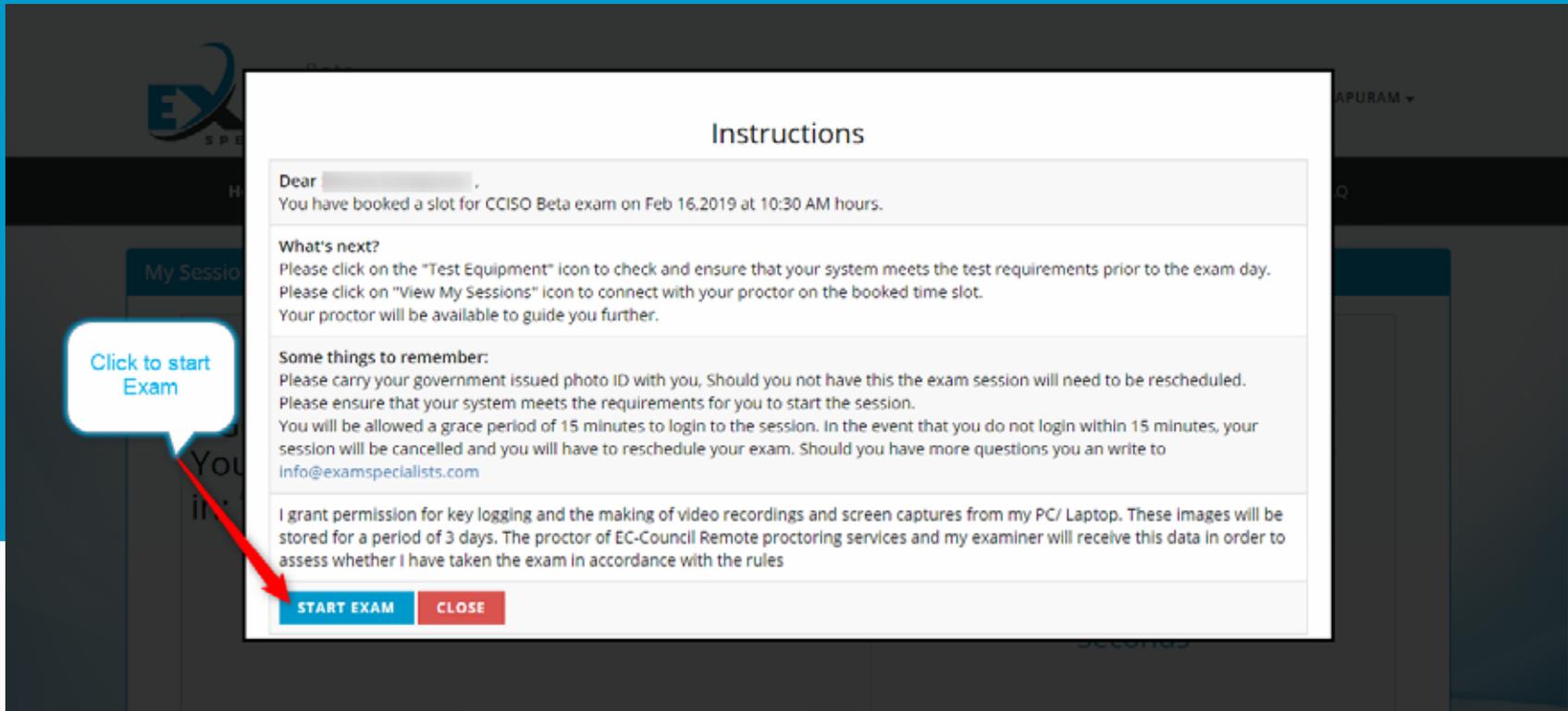
Total: 1 Record(s) found

Page Size:  Page No:

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



**Instructions**

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@examspecialists.com](mailto:info@examspecialists.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

**START EXAM** **CLOSE**

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/monitor/VideoSession.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 Betabegins  
in: "

03:19:10:  
Days Hours Minutes  
34  
Seconds

Allow Pop-Ups for [proctor1.examspecialists.com](https://proctor1.examspecialists.com)

# Windows Users

**AM**  
SPECIALISTS

Video Calling

Share Screen

- Click on Share Screen button
- Download & install Support-LogMeInRescue.exe
- Your proctor will send you a request, in order to proceed click on "OK"

install the Support-LogMeIn Rescue to enable chat with your proctor

Support-LogMeIn...exe

Show all X

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 Video Calling interface. On the left, there is a video call window with a silhouette of a person and a small video feed. To the right, a 'Share Screen' button is visible. Below it, a list of instructions reads: 'Click on Share Screen button', 'Download & install Support-LogMeIn', and 'Your proctor will send you a request, on "OK"'. A callout box points to the chat window, stating: 'On successful installation of Support-LogMeInRescue you will connect with the proctor.' The chat window on the right shows a conversation with 'aman' from 'LogMeInRescue', including messages about connecting and session establishment.

**EXAM** Beta SPECIALISTS

Video Calling

Share Screen

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

On successful installation of Support-LogMeInRescue you will connect with the proctor.

EC-Council

You are chatting with aman

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

Type here and press Enter to send

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	<a href="#">RESCHEDULE</a> <a href="#">CANCEL</a> <a href="#">START EXAM</a>

Total: 1 Record(s) found Page Size: 10 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"**

# MAC Users

**Instructions**

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@examspecialists.com](mailto:info@examspecialists.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

**START EXAM** **CLOSE**

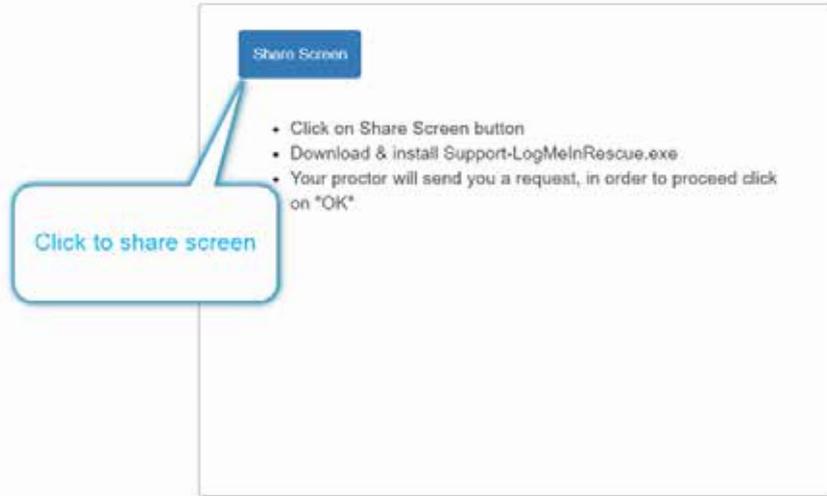
Click to start Exam

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

The screenshot shows a web browser window with the URL <https://proctor1.examspecialists.com>. The page title is "Video Calling" and features the "EXAM SPECIALISTS" logo. A "Share Screen" button is visible. A system dialog box titled "Camera and microphone allowed" is open, with the following content:

Camera and microphone allowed

This page is accessing your camera and microphone.

Continue allowing <https://proctor1.examspecialists.com> to access your camera and microphone

Always block camera and microphone access

Microphone: Default - Internal Microph...

Camera: FaceTime Camera (Built-in...)

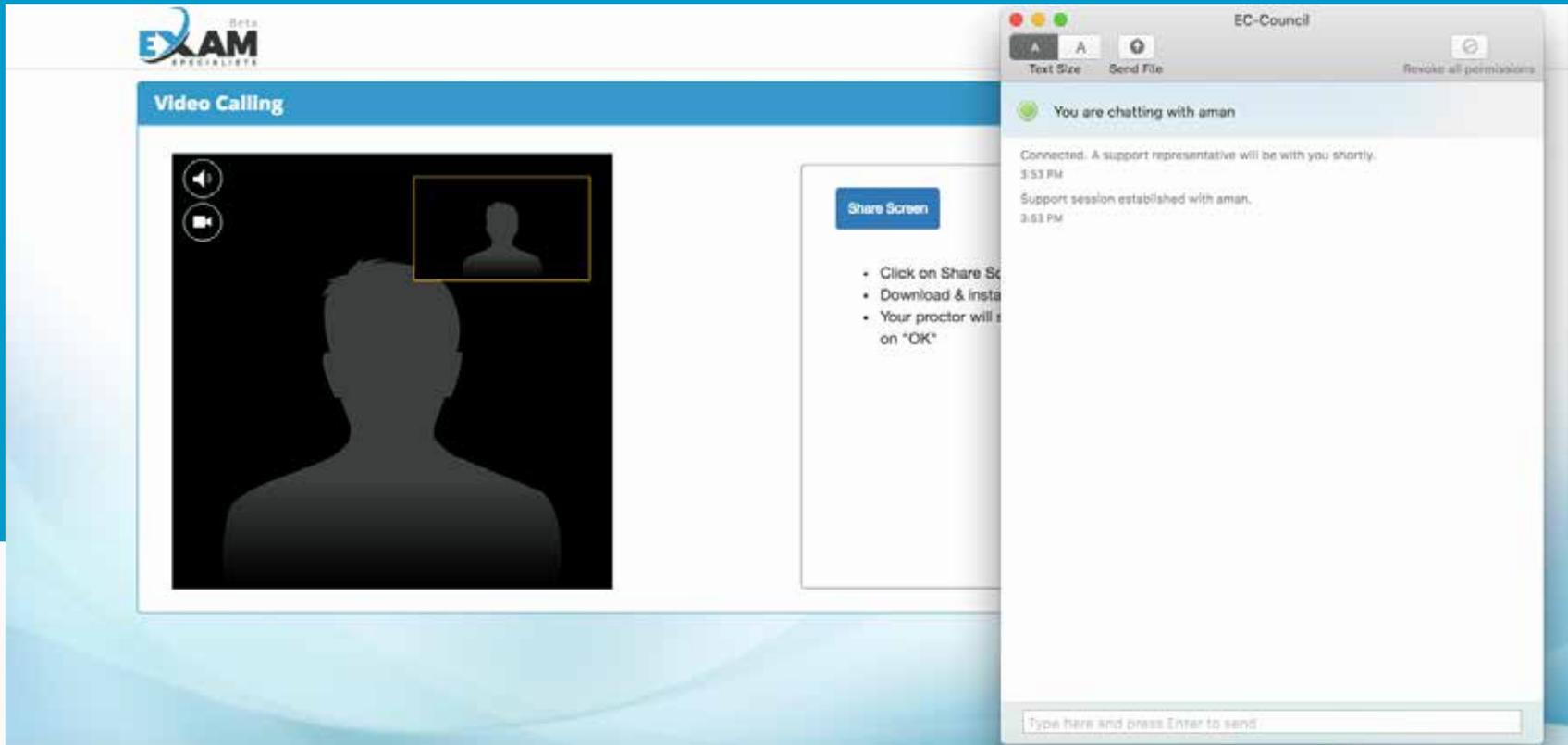
This page may need to be reloaded before the new settings take effect.

Buttons: Manage, Done

A callout box points to the "Done" button with the text: "Allow Proctor1.examspecialists.com to access your camera and microphone"

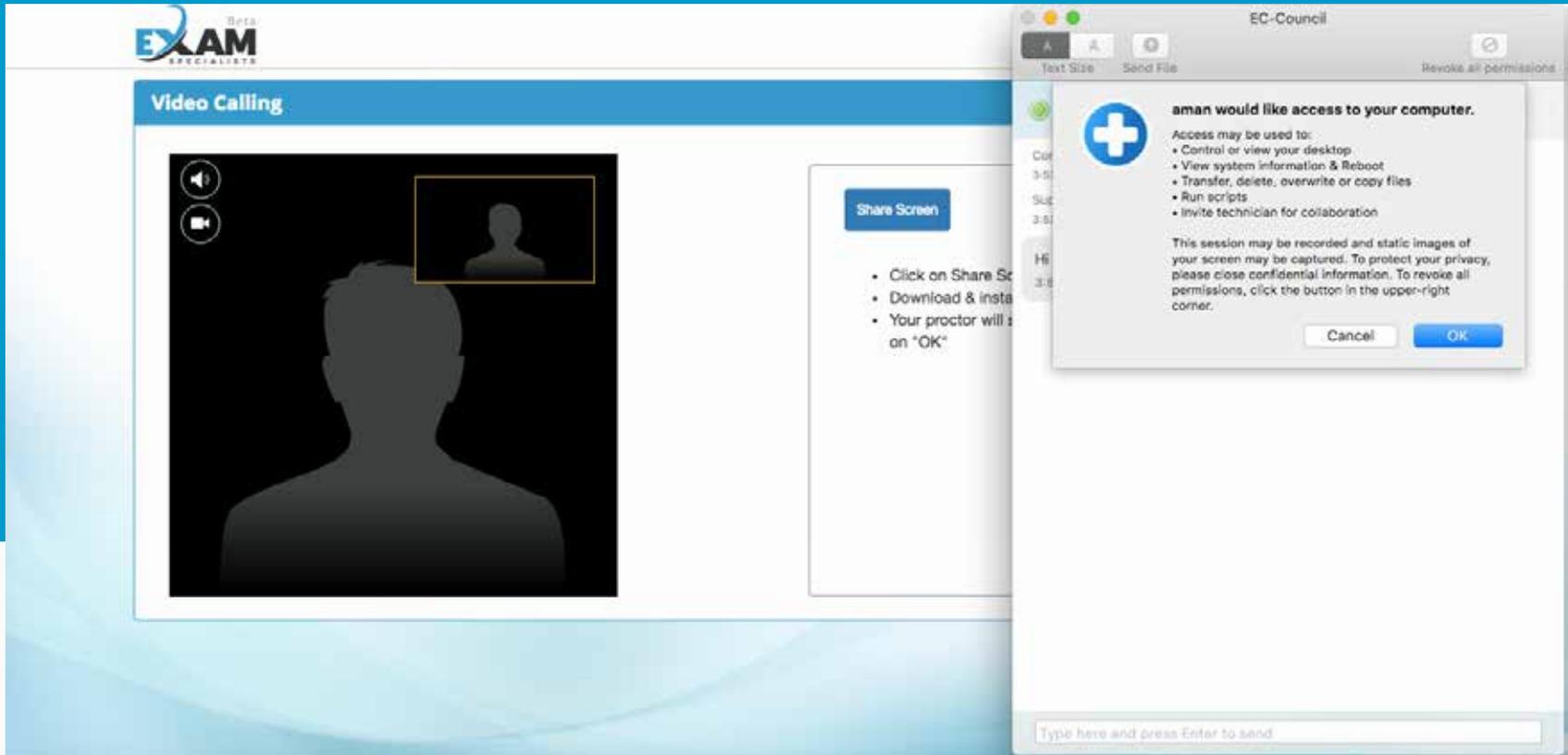
Allow Pop-Ups for **proctor1.examspecialists.com**

# 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 screen sharing 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.

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

## EC-Council | EXAM CENTER

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. Practise are requested to ensure that there are no sessions running during this time.

Next scheduled session due on 7th November 2017.



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



Home

The "Home" section contains four circular buttons with icons and text. The "Take Test" button is highlighted with a red border. Each button has a right-pointing arrow at the bottom.

Click **“Take Test”**

Voucher Code

Enter Voucher Code

Submit

Cancel



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](mailto: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](mailto: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 meet her without letting her know about this. The hacker collected her e-mail password. Roger collected all the information and successfully guessed her mail account password and her name. What is such a password?

- 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**

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 100-1010-1010-1010
Start Date	2018-01-01 10:00:00 AM
End Date	2018-01-01 10:00:00 AM
Total Score	100%
Passing Score	70%
Gained Score	70
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	100-2000
Test Name	Cyber Security Awareness Quiz
Date Test Taken	11 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](mailto: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



**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 there are no sessions running during this time.  
Next session is on 5th March 2019.

**EXAM SPECIALISTS**

Username

Password

I'm not a robot  reCAPTCHA  
Privacy - Terms

Login

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

For any issues connect with Live Support agent

Chat With Us

You can write an email to [support@examspecialists.com](mailto:support@examspecialists.com)

or

call on +1-844 550-4357

or

live chat