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.
INTRODUCE YOURSELF TO EC-Council
• Start a registration as a new user at https://www.eccexam.com
• Please contact techsupport@eccouncil.org with questions on registering an account.
Fill in all the fields completely in the registration form. Click “Next”
Fill in all the fields completely in the registration form and click “Register”.
Upon **successful registration**, you will receive an **account activation link via email**.
SCHEDULING YOUR EXAM
Requirements

Proctor exam specialists Connection Requirements

<table>
<thead>
<tr>
<th></th>
<th>Minimum Requirement</th>
<th>Recommended requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Download Speed</td>
<td>0.768 Mbps</td>
<td></td>
</tr>
<tr>
<td>Upload Speed</td>
<td>0.384 Mbps</td>
<td>1 Mbps</td>
</tr>
</tbody>
</table>

Types of Approved Connections
- Wireless (Wi-Fi)
- Hardwired

What is the OS Requirement?
Remote proctoring Services only compatible with Windows and Mac computers/laptops

<table>
<thead>
<tr>
<th></th>
<th>Minimum</th>
<th>Recommended</th>
</tr>
</thead>
<tbody>
<tr>
<td>PC</td>
<td>Windows Vista</td>
<td>Windows 10 (10 S is not supported)</td>
</tr>
<tr>
<td>MAC</td>
<td>Mac OS X 10.5 or higher</td>
<td>Mac OS X 10.13 High Sierra</td>
</tr>
</tbody>
</table>

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.
The test taker should have the default Administrator privileges of the system to allow the proctor to unlock the exam.
## Technical Specifications and Requirements

<table>
<thead>
<tr>
<th>Type</th>
<th>Minimum</th>
<th>Recommended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Camera</td>
<td>640X480 resolution</td>
<td>1280x720 resolution</td>
</tr>
<tr>
<td>Windows Users</td>
<td>Window Vista</td>
<td>Windows 10 (10 S mode is not supported)</td>
</tr>
<tr>
<td>Mac Users</td>
<td>OS x 10.5 or Higher</td>
<td>OSX10.13 High Sierra and above</td>
</tr>
<tr>
<td>Internet Download Speed</td>
<td>0.768 Mbps</td>
<td>1.5 Mbps</td>
</tr>
<tr>
<td>Internet Upload Speed</td>
<td>0.384 Mbps</td>
<td>1 Mbps</td>
</tr>
<tr>
<td>RAM</td>
<td>1 GB</td>
<td>4 GB</td>
</tr>
<tr>
<td>Ports</td>
<td>1935,843,80,443,61613, UDP/TCP</td>
<td>1953,843,80,443,61613, UDP/TCP</td>
</tr>
</tbody>
</table>
Testing advises for a successful remote testing experience

1. Use a good bandwidth internet connection
   Take the below steps to avoid disconnection during the exam
   • If possible, use a wired internet connection rather than Wi-Fi
   • If using Wi-Fi, sit near the Wi-Fi Router / Modem to avoid any signal-related issues.
   • Disconnect any VPNs if you have them.

2. Technical issues
   Your proctor attempts to resolve technical issues in real time. If the problem cannot be resolved, the proctor files a case on your behalf.
   Before the exam starts: EC-Council may either reschedule your exam appointment or cancel your appointment, which provides you reinstate your original exam voucher code where applicable.
   During your exam: EC-Council will provide an exam voucher code for a new appointment.

3. Creating a support ticket with EC-Council
   • If you are disconnected from the proctor and cannot resume your exam, we will create a ticket on your behalf.
   • If you want to raise the issue yourself, however, you can contact EC-Council Customer Support by chat or create a ticket at support@eccouncil.Zendesk.com. Chat is available 24 hours a day, seven days a week.
• Create an account at https://proctor1.examspecialists.com
• Please contact info@examspecialists.com with questions about creating an account.
Fill in all the fields completely in the registration form.
Fill in all the fields completely in the registration form and click “Register”.
Upon successful registration, you will receive an account activation link via email.
For Any Issues: You can write an email to info@examspecialists.com or call on +1-844-662-3509 or Live Chat
Login into the exam portal using your account login credentials.
• We recommend you to schedule your exam at least 72 hours or 3 days before your test date.
• Click on the “Schedule Session” icon to schedule your session.
• Enter your valid exam voucher code in the “Exam Voucher Code” field.
• Click “TAKE SNAPSHOT” to take Headshot pic then click on “Upload”
• Click “Choose File” to upload your Photo ID.
• Click “CHECK SLOT AVAILABILITY” to check the availability of exam slots.
The system will ask you to select the **Date** you prefer to schedule the exam.
Select the **Date and Time** you prefer to schedule the exam then click on **Confirm**. You will receive an email confirming your registered slot.
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.
- Click the “View My Sessions” icon on the day of the exam.
- Ensure you have tested your equipment. You can do so by clicking the “Test Equipment” icon.
Exam Session rules for the test-takers

- You need to use a Desktop or laptop for the exam. Tablets or touch screens are not allowed.
- You need to use only one monitor. Extra monitors/Extensions/Splitters are not allowed.
- EC-Council highly recommends test-takers use a personal computer rather than a work computer, which may have additional security that can interfere with your testing session.
- You must stay within webcam view.
- You can’t take breaks during the exam.
- A beverage in any container is allowed. You are not allowed to take food during the exam.
- You can’t move your webcam once the testing session has started.
- Mumbling and speaking loudly will lead to a warning.
- You can bring one Pen or Pencil and two scratch papers which you will need to destroy after completing the exam.

Important Note

The proctor would not allow a candidate to begin the exam under the following conditions

- Failure if equipment tests such as internet, camera, software, hardware.
- Failure to provide a government-issued photo id that can be accepted.
- Failure to provide a successful 360-degree pan scan that meets the proctor’s expectations.
- Failure to agree to the session terms specified at the start of the exam session, such as break permissions, securing unrequired material/device, informing the proctor before submitting the exam.
- Failure to confirm holding a valid exam voucher.

The exam session will be restricted by the system (ECC Exam Centre) in the following conditions

- NDA is not agreed to
- Terms & Conditions are not agreed to
- Invalid or Expired exam voucher
- Invalid Proctor Authentication

Note: You will be notified if any breaks are allowed and how many you can take while going through the rules of the exam during the launch process.
The test taker will be requested to pan the room in the following conditions:

**Scenario 1**
- There is a specific activity in the room
- The test-taker is more than attentive to a location within the room other than the system screen.

In both the above conditions, the proctor requests the test takers’ permission before proceeding with the pan-scan, should the test taker refuses, this will be flagged as an incident.

**Scenario 2**
- The test taker is disconnected
- The test taker requests for a bathroom break

In both the above conditions, it is mandatory for the proctor to pan-scan the room.

**Special Notes**

As a test taker you will need to:
- Have a reflex surface/mirror available if you use a camera that CANNOT rotate 360 degrees.
- Ensure that there is no one present in the room.
- Ensure that you do not carry Books, Calculators, or Notes that are accessible during the session.
- 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 centre during the test session.
- Ensure that you do not take any breaks during the exam or leave the testing area visible to the remote proctor during the session.
- Ensure that your proctor has witnessed your exam submission.
- Understand and agree that you will cooperate with the identification check procedures before 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
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 appear as “0”.

![Exam Management System](image.png)
Once you have followed the instructions and granted the permission, click “Continue”.

Instructions

You have booked a slot for exam on at 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.

Most Important Instructions:

Please carry your Govt photo id with you, in the absence of which, the exam will need to be rescheduled.

Please ensure that your system meets the requirements for you to start the exam session.

You will be allowed a grace period of 15 minutes to log in to the session. In the event you do not log in within 15 minutes, your session will be canceled and you will have to reschedule your exam. Should you have additional questions, please write to info@examspecialists.com

We may capture video and audio recordings of your exam session. These recordings are done to ensure that the integrity of the test is maintained in accordance with the EC-Council remote proctoring services.

☐ I grant permission for keylogging and making video recordings and screen captures from my PC/Laptop. These will be stored for a period of 90 days. The EC-Council Remote Proctoring Services and Certification Surveillance team will receive this data to assess whether I have taken the exam per the exam rules.

CONTINUE CANCEL
• Once you click “Continue”, a new window will pop up.
• Allow Pop-Ups for proctor1.examspecialists.com.
• Once connected with the proctor, **Download and install LogMeIn & Exam applications** to enable chat with your proctor.
Once you have successfully installed the LogMeIn & Exam applications, a chat window will be enabled.

Steps to start your exam

For Windows Users:
1. Download and install the support-LogMeIn rescue application (You can uninstall this application after completion of the exam).
2. Download and install the EC-Council Exam application (You can uninstall this application after completion of the exam).
3. Once both applications are successfully installed, your proctor will send you a request. To proceed, click the "OK" button.

For IOS Users:
1. Download and install the support-LogMeIn rescue application (You can uninstall this application after completion of the exam).
2. Once the application is successfully installed, your proctor will send you a request. To proceed, click the "OK" button.
ATTEMPTING THE EXAM

MAC USERS
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 appear as “0”
Once you have followed the instructions and granted the permission, click “Continue”. 

![Exam Specialists Interface](image-url)
• Once you click “Continue”, a new window will pop up.
• Allow Pop-Ups for proctor1.examspecialists.com.
• Once connected with the proctor, **Download and install LogMeIn application** to enable chat with your proctor.

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**Steps to start your exam**

**For Windows Users:**
1. Download and install the support-LogMeInrescue application (You can uninstall this application after completion of the exam).
2. Download and install the EC-Council Exam application (You can uninstall this application after completion of the exam).
3. Once both applications are successfully installed, your proctor will send you a request. To proceed, click the “OK” button.

**For iOS Users:**
1. Download and install the support-LogMeInrescue application (You can uninstall this application after completion of the exam).
2. Once the application is successfully installed, your proctor will send you a request. To proceed, click the “OK” button.

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[Image: Exam Specialists interface showing steps to start an exam with a student and proctor view.]
Once you have successfully installed the **LogMeIn application**, a chat window will enable

**Steps to start your exam**

**For Windows Users:**
1. Download and install the support-LogMeIn rescue application (You can uninstall this application after completion of the exam).
2. Download and install the EC-Council Exam application (You can uninstall this application after completion of the exam).
3. Once both applications are successfully installed, your proctor will send you a request. To proceed, click the "OK" button.

**For iOS Users:**
1. Download and install the support-LogMeIn rescue application (You can uninstall this application after completion of the exam).
2. Once the application is successfully installed, your proctor will send you a request. To proceed, click the "OK" button.
Click **OK** to allow remote access and enable the screen-sharing option for your proctor to unlock the exam and monitor your screen.

**Steps to start your exam**

**For Windows Users:**
1. Download and install the support-LogMeInrescue application (You can uninstall this application after completion of the exam).
2. Download and install the EC-Council Exam application (You can uninstall this application after completion of the exam).
3. Once both applications are successfully installed, your proctor will send you a request. To proceed, click the "OK" button.

**For iOS Users:**
1. Download and install the support-LogMeInrescue application (You can uninstall this application after completion of the exam).
2. Once the application is successfully installed, your proctor will send you a request. To proceed, click the "OK" button.
Once you are connected to your proctor via webcam and screen-sharing software, the proctor will request to see your photo ID and ask for publicly available information for authentication purposes. You will also be asked to perform a few short exercises to ensure no unauthorised materials are in the exam vicinity.
Login to your account using the credentials that you have previously created.

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.
Choose OTP Verification Method

Send Verification Code To
- My mobile number
- My registered email address
- No. I want to use a backup code

SUBMIT
Click “Take Test”
Next, you need to enter the exam “Voucher Code” that you have received to proceed to the exam.
Next, your proctor will be required to key in the “Proctor ID and Password” to unlock the exam.
Read the instructions and click "Next".
After reading the agreement, tap the “I Agree Terms and Conditions” checkbox and click “Start Test” to begin with your exam.
The exam will begin.

**Note:** You can review the exam questions at any time during the exam by clicking the "Mark for Review and Next" button.
Once you answer all the questions, please click the “End Test” button.
You will be able to view the results screen. Select the “Click Here For More Details” link.

<table>
<thead>
<tr>
<th>Candidate Name</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Test Name</td>
<td></td>
</tr>
<tr>
<td>Start Date</td>
<td></td>
</tr>
<tr>
<td>End Date</td>
<td></td>
</tr>
<tr>
<td>Total Score</td>
<td></td>
</tr>
<tr>
<td>Gained Score</td>
<td></td>
</tr>
<tr>
<td>Final Result</td>
<td>Unfortunately you did not meet the required score to pass this exam. If you would like to re-take the test, kindly contact EC-Council at <a href="mailto:feedback@eccouncil.org">feedback@eccouncil.org</a></td>
</tr>
</tbody>
</table>

Note: Starting January 1st, 2019 only digital certificates will be released to those who successfully pass the exam. For those who wish to receive the physical certificates, this can be purchased at https://store.eccouncil.org/product/reprint-certificate-fee/
Click "Download Transcript" to view the test results.

<table>
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<tbody>
<tr>
<td>Test Name</td>
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<tr>
<td>Gained Score</td>
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<tr>
<td>Final Result</td>
<td></td>
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<tr>
<td>Percentage</td>
<td></td>
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</tbody>
</table>

[Download Transcript]
After The Exam

- For those who pass the exam, kindly 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 link below and submit the web form to apply for a reprint; the service fee shall be $75.

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