

WEB EXAM SYSTEM SETUP AND PREPARATION

Objective:

How to setup and test the computer for a web based exam

Step 1 – System Requirements

Step 2 – Add Exam Site as Trusted Web Site

Step 3 – Additional Settings

Step 4 – System Test

Step 5 – Sample Exam

The Loyalist Certification Services Helpdesk is available at:

Toll Free: (866) 845-4870 ext.27

Emergency Line: (613) 827-0008

Step 1- System Requirements

The following are the minimum requirements of the computer hardware and software for web based exams. It is essential that these steps are completed before taking your exam. If you do not follow these steps and lose your exam due to technical difficulties, you will need to start your exam again.

Step 4 & 5 – System Test is used to verify your computer settings for taking web exams.

1 - Computer

- Computer with wired (not wireless) internet connection (recommended)
- Intel® Pentium® processor (recommend: Pentium IV or higher)
- **100MB** of available hard-disk space
- **256MB** of RAM or higher recommended
- Windows XP Service Pack 2 and higher
- 16-bit monitor (at least 15")
- Super VGA (800 x 600) or higher-resolution video adapter and monitor
- Keyboard and Microsoft Mouse or compatible pointing device

2 - Web Browser

- **MANDATORY: Microsoft Internet Explorer 6.0 or higher**
(<http://www.microsoft.com/downloads>)

The exam software is not compatible with any other browser.

You will experience technical difficulties if use any browser other than Internet Explorer 6.0 of higher.

3 - Java Runtime

- **Latest Sun Microsystems Java J2SE Runtime Environment Plug-In Version 1.5.0 or higher**
Manual download instructions: (<http://www.java.com/en/download/manual.jsp>)
Automatic download: (<http://www.java.com/en/>)

4 - Flash Player

- **Adobe Flash Player Version 7 or higher**
Manual download instructions: (http://www.adobe.com/go/EN_US-H-GET-FLASH)
Uncheck install google toolbar

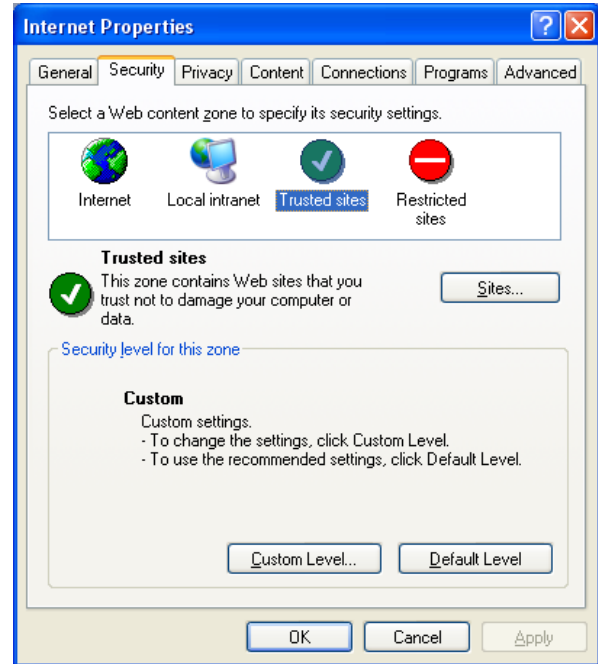
5 - Internet Access

- Full-Time/Broadband connection (128 kbit)
- ADSL-connection (512 of 1024)
- Double ISDN-connection (128 kbit)
- Cable-connection

Step 2 - Add Exam Site as a Trusted Web Site

Set Questionmark exam hosting as Trusted Site in Internet Explorer.

1. Open Control Panel by clicking Start->Settings->Control Panel
2. Open the Internet Options window by double clicking Internet Options
3. Click the Security Tab
4. Select the Trusted Sites item and click on the "Sites" button to display the Trusted sites popup.

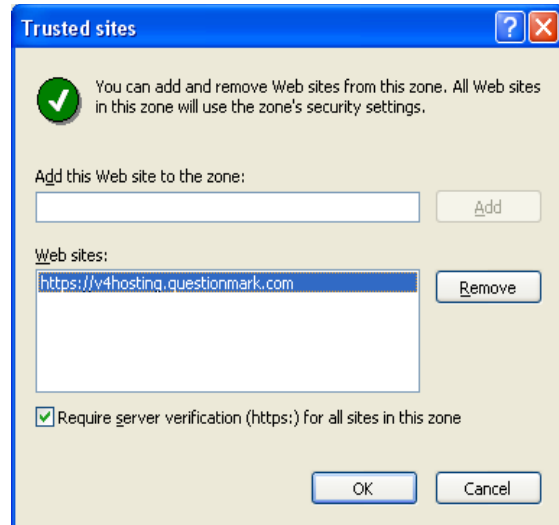


5. To add the exam site to the trusted zone, type <https://v4hosting.questionmark.com> in the top box and then check the box **"Require server verification (https://) for all sites in this zone"** at the lower bottom of the Trusted Sites window. To save your setting, click **"OK"** button.

If this is processed properly the sign of the Trusted Site will appear right below in Internet Explorer whenever visiting the Questionmark exam website.

When logging into the exam on exam day, you will be asked to go to the Loyalist Certification Services exam login page:

<http://www.loyalistexams.com/exam-students/online-examinations> and an Exam Login button is on the right side of the page.



Step 3 – Additional Settings

Additional information for setting up the web exam sessions.

Popup Blockers

Disable pop-up blockers, stoppers or killers or Allow pop-ups to appear when using Questionmark exam hosting at <https://v4hosting.questionmark.com>

Ports

Port 80 and 443 must not be blocked by the firewall in order to take this examination. If you are unsure of what this means, please ensure you consult with your IT Department.

Internet Explorer Version 6 and below

Set Sun Java Virtual Machine as current Virtual Machine.

1. Open Control Panel by clicking Start->Settings->Control Panel
2. Open the Internet Options window by double clicking Internet Options
3. Click the Advanced Tab
4. Find the "Java (Sun)" item and check the checkbox which says **"Use Java 2 v 1.x.x for applet (requires restart)"** - There may be only be one option available
5. Uncheck the box next to Microsoft VM - This option may not be available
6. Save your changes by clicking the OK button
7. Restart the browser

Microsoft Windows Help and How-to Enable Java in Internet Explorer Link

For instructions, please go to the following website:

<http://windowshelp.microsoft.com/Windows/en-US/Help/59c3a93d-1342-43a6-a01a-f720c7a17ffc1033.msp>

Internet Web Proxy Servers – Save Exam Answers Warning

A proxy server is a computer that functions as an intermediary between a web browser and the Internet. It may be used to improve web performance or filter web content and the presence of a web proxy server on the network may interfere with saving exam answers. The sample exam in **Step 5** is provided to test for this situation and **must** be completed before the actual exam is taken.

Step 4 – System Test

Test the computer to verify that you have the minimum requirements.

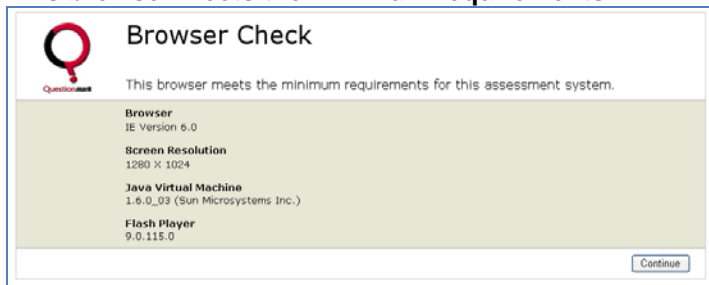
1. Start the web browser and go to <http://www.loyalistexams.com/exam-students/online-examinations>
2. Click the system test link to run the browser check to verify that your web browser will work with the examination website

1. **System requirements:** to ensure your computer meets the hardware and software requirements.

2. **Systems Test:** to ensure your browser is up-to-date. ←

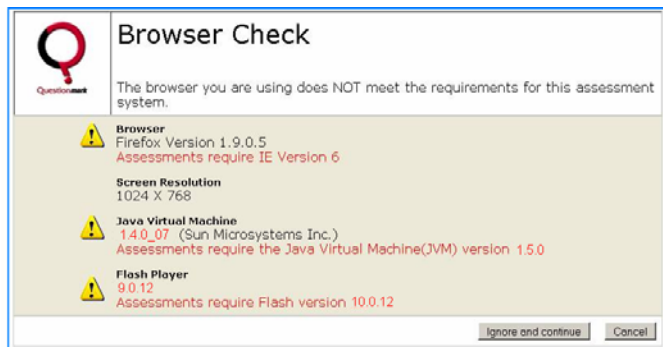
The Browser check page runs a test to verify the web browser environment and will display one of two results:

1) This browser meets the minimum requirements



The web browser is ready to use for an exam and the continue button takes you to the exam login page.

2) This browser does not meet the requirements. If you receive any red messages below, please refer to Step 1 of this document to update the requirements below.



Your web browser is **not** ready to use for an exam and by clicking the Cancel button you will return to the Loyalist Certification Services Online Examinations website page. **The exam cannot be guaranteed to work correctly if you proceed to the exam login page and your browser does not meet the minimum requirements.**

Refer to the website links in **Step 1** to find updated versions of the web browser, java virtual machine and flash player. After the updated versions are installed take the system test again.

Step 5 – Sample Exam

Test the computer to verify it will save answers during an exam.

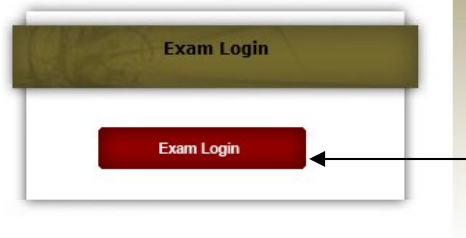
1. Start the web browser and go to <http://www.loyalistexams.com/exam-students/online-examinations>
2. Click 'Exam Login' to log into the sample exam.

Private: Online Examinations

Before taking your exam and to avoid any technical problems, you must complete:

1. **System requirements:** to ensure your computer meets the hardware and software requirements.
2. **Systems Test:** to ensure your browser is up-to-date.

To help with your exam, review the [candidate's examination instructions](#) before you begin.



1 - Login

Fill in **Username/Password** with examtest/examtest and click the button **Enter**. Do NOT check **Show list of any unfinished assessments**.

Please enter your username and password below

Username:

Password:

Show list of any unfinished assessments

2 - Start Exam

Click on the Online Assessment name **System Test** to activate the exam.

Online Assessments

System Test

Offline Assessments

No assessments are available

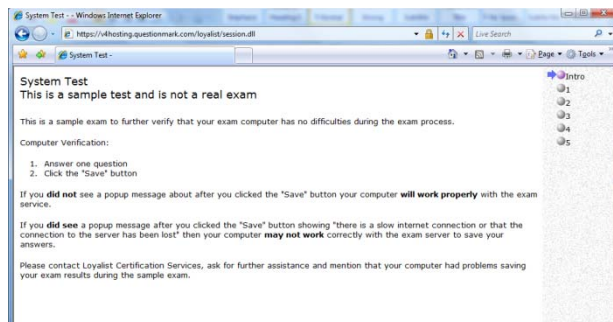
[Download Questionmark to Go Windows player](#)

Options

3 - Answer Questions

The blue arrow in the menu on the right indicates the active question. You can go from one question to the next or back by using the buttons **Next Q** and **Prev Q**. Clicking on the number of the question will direct you to that particular question.

After answering a question the ball next to the question number on the top right of the screen will change color from grey to blue. Marking a question will flag the ball.

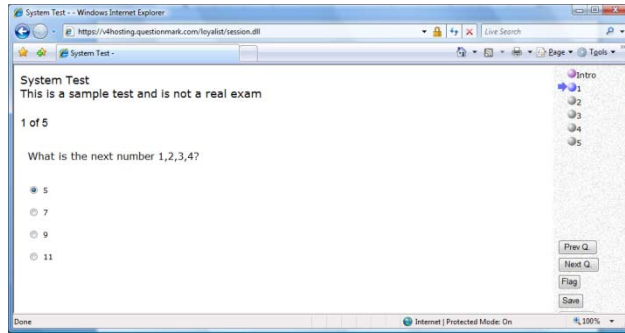


4 - Save Answers Test

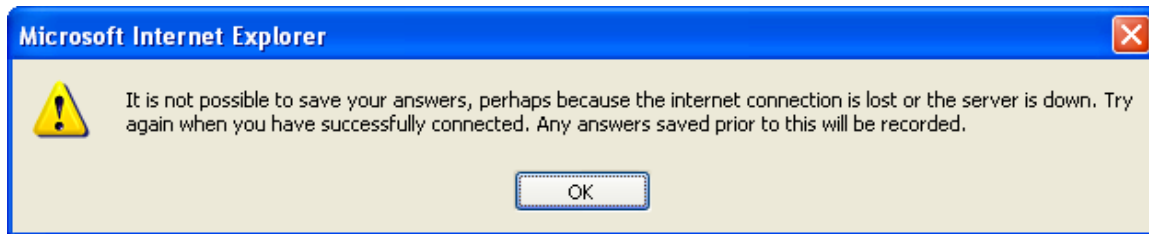
Answer the first question and then click the **Save** button to test saving exam answers.

Note:

The submit button has been intentionally removed from the sample exam and is not required for the save answers test.



5 - Did you see this message?



NO – You passed the Test

The computer passed the save answer test. Close the browser.

You are now ready to take your exam. Good Luck!

YES – You did not pass the test

The computer did not pass the save answer test. You may need to update your java. Please refer to Step 1 – Section 3 for instructions on how to update your java.

After you update your java, try the sample exam again using the instructions above. If you continue to receive this message, contact Loyalist Certification Services for more assistance. Say that you had problems saving your answers on the sample exam.

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