

**APMG International**

# APMG International Candidate Guidance

## Online Exam Registration for ProctorU Exams

## Overview

These instructions are relevant to candidates who have been booked to take an APMG International ProctorU online exam through their training provider.

For all online exams taken through APMG International you have to create an account on the APMG International candidate portal as well as register for the actual exam session/s prior to the exam/s being sat.

Your results and electronic certificates will also be published to your candidate portal for all exams taken through APMG International. Please ensure to consistently use the same e-mail address for all exams booked with APMG International.

***Please be advised that APMG cannot release exam results and certificates until all necessary information has been provided by the candidate. If any information is missing, your exam results will go on hold.***

This document describes the process and steps required to create an account and register for your online exam/s.

APMG International's contact information is provided at the end of this document.

## Candidate Registration Process

Once your exam is booked and confirmed by your training organisation you will be sent a registration email from APMG Support [Donotreply@apmg-international.com](mailto:Donotreply@apmg-international.com)

**NOTE:** If you did not receive the registration email, please ensure you have checked your junk email or spam.

To resend the registration email you can navigate to the following website <https://candidateportal.apmg-international.com>, input your email address and click "Send a Link". This will send the registration email to the email address that was used by your training organisation when booking you onto the exam session. Once you receive the registration email, click the link to register.

**Should you not receive the registration email, please contact our support team using:**

UK (24/7) - **0844 8111 101** or **01494 452 450**  
US (24/7) - **1-855-773-3403**  
CAN (24/7) - **1-855-898-0575**  
Aus (24/7) - **1800 170 920**

All Other Countries (24/7) **+44 (0) 1494 452 450**

Press option 1 for technical assistance.

Our Technical Helpdesk is available 24 hours a day, 7 days a week, and 365 days a year.

To **get started** click the link in the email you received and create an account on the candidate portal as requested.



### Exam registration required

Hello Silke,

You have been booked to take an exam with APMG International.

Accredited Training Organisation:	Cullinan Academy BV
Booking Ref:	SPeters_Test_ProcorU
Exam:	PRINCE2 (2009)
Level(s):	Foundation
Exam Type:	ProctorU
Expiry Date:	29 Feb 2016 00:00

Please follow these steps:

1. **Create an account** / Login
2. **Register** for your exam
3. After your exam, **view** your results and feedback once released.

[Click here to Get Started](#)

If you have cancelled this examination, you can stop the registration emails by [clicking here](#)

Regards  
APMG International

**If you require immediate assistance, please contact us on any one of the following support numbers:**

UK: 01494 452 450 or 08448111101  
US: 1-855-773-3403  
Australia: 1800 170 920  
All Other Countries: +44 1494 452 450

For any non-urgent queries you can email [help@apmg-international.com](mailto:help@apmg-international.com)

**APMG International**  
[www.apmg-international.com](http://www.apmg-international.com)

**Create an account** by entering your email, a password, memorable date and memorable word or pin, then confirm by clicking the “Create your account with the Portal” button.

**Create an account to enter your Portal**


**Email**

Welcome, just a few questions to create your account on the portal

**Password**

**Confirm \***

Should you need to contact us, we use the following to identify you

**Memorable date \***  

**Memorable word \***   
or pin

**Create your account with the Portal**

Afterwards, you will be taken through a **4 step exam registration process** as outlined below. This will need to be completed for any exam taken with APMG International, however your registration information is saved for future reference. Mandatory fields are marked with an asterisk and will be highlighted in red if you try to skip them.

Registering means you are signing up to take the specific exam/s booked for you and agree to the applicable terms and conditions for the examination and the examiner.

If you have been booked for multiple exams by your training organisation, you can complete the registration for all exam sessions in one go.

Exam Registration - Step 1 of 4

Personal Details

Please note that the Scheme Owner has mandated these fields for all candidates sitting these examinations. If this information is not provided, APMG will be unable to release the results of the examination.

Title

First Name \*

Middle Name

Last Name \*

Email \*

Telephone Number \*

Date of Birth \*

Next

**Please ensure to add any academic titles that you would like to be printed on your certificate into the field "Title", e.g. Professor, Dr., etc.**

Exam Registration - Step 2 of 4

Address Details

Country \* Germany

house name, street or postcode lookup

Address \* APMG-Deutschland GmbH clear

Piwipper Str. 19

Town/City \* Dormagen

County/State

Postcode/Zip \* 41539

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**If your training organisation has arranged with APMG to send paper certificates directly to candidates, we will use the address you indicate as delivery address for your certificate.**

**Please ensure to add your company name in case you enter your company address in the address details.**

Exams Silke Contact APMG

### Exam Registration - Step 3 of 4

**Industry**

APMG monitor the take up and promotion of this product within our industry and for our internal use, it would be very helpful if you could confirm the sector in which you currently work.

**Industry Sector \***

**Preferences**

**Method of contact \***

Please note that APMG's preference will be to contact you via email for any issues or updates to your examination.

**Name on certificate \***

- Last Name / First Name / Middle Name
- First Name / Middle Name / Last Name
- Last Name / Middle Name / First Name

**The option “Name on certificate” controls how your details will appear on your certificate.**

#### Exam Registration - Step 4 of 4

##### Confirmation of Successful Candidate Register Preference

If you do not want your name to be included on the online Successful Candidate Register (SCR) please place a tick in the box below.

- I do not want my results included on the online successful candidate register

##### Data Protection Statement

APMG run examinations on behalf of other organisations who hold the IP and have overall control of the examination scheme – known as the 'Scheme Owner'. Please note that APMG are obliged to provide information to the Scheme Owner on request so they may also hold records of the candidates who have passed their examinations.

APMG will never pass your information on to any other 3rd party or marketing organisations, apart from the relevant Scheme Owner.

APMG will only contact you with regards to the examination(s) that you have taken with us unless you give permission as per the indications below.

In some instances, the Scheme Owners and APMG would like to use this information to contact you with regards to offers or updates they believe will be of use to you. If you **do not** wish to be contacted unless it is to do with the examination(s) taken, please tick the box(es) below.

- I have read and agree to the terms within the Data Protection Statement
- I do not wish to be contacted by APMG unless to do with the examination(s) taken
- I do not wish to be contacted by the Scheme Owner unless to do with the examination(s) taken

##### Declaration

I apply today to sit the examination(s) listed below for which I have booked and for the associated certification(s) upon achieving a pass in a relevant examination.

- PRINCE2® (2009) Foundation

I confirm that I will comply with the Terms and Conditions of certification as summarised with this form and shown in full on the APMG website or as requested from my invigilator.

I confirm that the information I have given on this form is correct and that I understand and agree to the use of my personal details described within the criteria for certification.

Signature • Silke Peters

Date • 8 Dec 2015

- I have read and agree with the Terms and conditions

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Complete Registration

Finish the registration process by clicking on the button **“Complete Registration”**.



Afterwards, your exam session/s will be visible and confirmed as **“Registered”**. At this point of time, the exam status shows as **“Not Yet Taken”**.

The screenshot shows the APMG International Exams page. At the top, there is a navigation bar with 'Exams' and 'Contact APMG'. A green notification box says 'Thank you for registering, good luck on your exam!'. The main content area displays the exam details for 'PRINCE2® (2009) Foundation' by ProctorU. The booking reference is 'SPeters\_Test\_ProcorU' and the session ID is '2000013908'. The status is 'Not Yet Taken' with a 'Details' button and a 'Next' button. A note at the bottom states: 'The green button will take you to the next step but will not start your exam.'

Please click the button **‘NEXT’** to schedule a specific date and time for your online exam with ProctorU. The following page then opens:

The screenshot shows the APMG International Exams page for scheduling a PRINCE2® (2009) Foundation exam. The page title is 'Exams > PRINCE2® (2009) Foundation' and the sub-header is 'ProctorU Exam Instructions'. The instructions state: 'APMG International is proud to offer you the opportunity to take your exams at home with online proctoring.'

**1. Schedule your exam**

The interface shows a calendar for February 2016 with the 14th selected. Below the calendar, there are time slots for Sunday 14 Feb 2016. The selected slot is Sunday 14 Feb 2016 2:00 PM duration 60 mins. There are 'Schedule Exam' and 'Cancel' buttons.

**2. Prepare for your exam**

There is a 'Test your equipment' button.

## Step 1 - Scheduling your exam

You will need to create an appointment using the calendar and available timeslots. Available timeslots are in bold, unavailable timeslots will be disabled and greyed out. You can book any available timeslot up to the expiry date of your exam. **The times displayed on the portal are based on your computer's time zone.**

After clicking the 'Schedule Exam' button when happy with the details, the appointment will show as scheduled and you will now see a 'Reschedule Exam' button along with a button enabling you to add the appointment to your calendar in Gmail, Outlook and iCal. Once scheduled a countdown to the time of your exam appears and once completed, you will be able to click the 'Connect to your Proctor' button and this will open ProctorU for you.

**IMPORTANT – The 'Connect to your Proctor' button is open for 15 minutes after the time of your appointment. If you miss your appointment you will need to reschedule your exam.**

## Step 2 – Read ALL instructions in preparation

3. Take your exam

**i** Please schedule your exam above

**Candidate Checklist**

- Ensure you meet ProctorU's [Technical Requirements](#).
- Make sure your internet connection is fast and reliable. If you are connected through a Wi-Fi connection, we recommend using a network cable to avoid poor or unreliable connectivity.
- Have your valid photo ID ready to verify identity.
- Clear your workspace before connecting to ProctorU.
- Disconnect any duplicate displays.
- If your webcam is built into your monitor or laptop, make sure you have a reflective surface available such as a mirror or a DVD so your proctor can inspect the computer monitor edges and keyboard.
- Turn off all mobile devices and find a comfortable, quiet spot in a well-lit room.
- Make sure to close out all programs, applications, and websites that do not pertain to the exam.

Further resources

- [Sample Exams](#)
- [Frequently asked questions](#)

Note:

- If at any stage during your registration process you are disconnected from your Proctor or have any problems entering your exam please [contact APMG Technical Helpdesk](#) immediately for assistance.
- Once your exam is complete please inform the Proctor via the chat window so they can witness the exam submission upon completion. Failure to do so may result in your exam being voided.
- Be aware that your Proctor may change but should not disrupt your exam.
- The proctors may be proctoring other candidates at the same time as you.

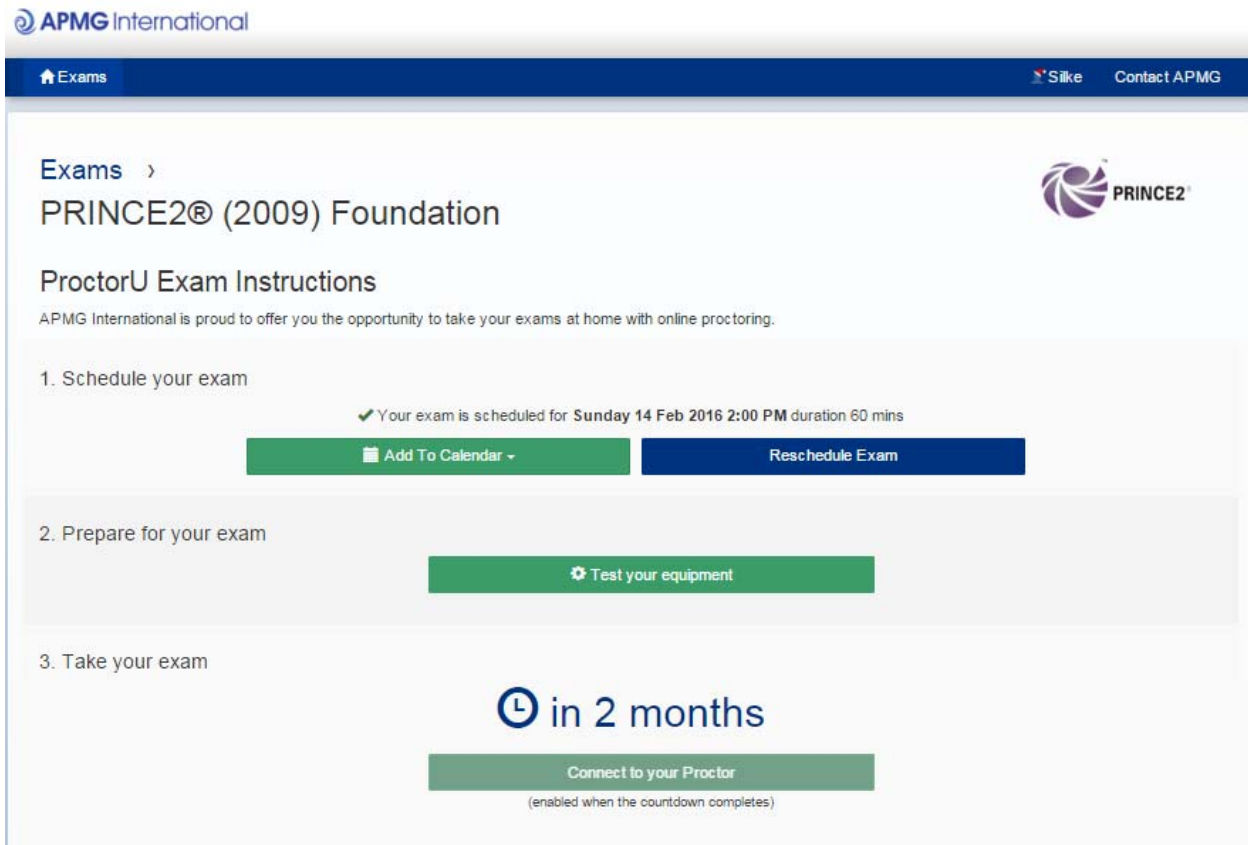
### Please also check with your proctor/invigilator:

- If you are allowed breaks and how to request them
- What language your exam should be in
- What materials you are allowed to use and which are not allowed

**When starting the exam you are accepting the conditions outlined by the proctor. If you are in doubt, do not agree, DO NOT proceed to start the exam.**

### Step 3 – Connecting to the Proctor at the time of your appointment

At the time of your appointment you need to return to the candidate portal, log in and click 'Next'. The 'Connect to your Proctor' button will now be enabled, so click this and follow the onscreen instructions to connect to the Proctor. The Proctor will request permission to your computer so they can take control and log you in to your exam.



The screenshot shows the APMG International website interface for the PRINCE2® (2009) Foundation exam. The page title is "Exams > PRINCE2® (2009) Foundation". The main heading is "ProctorU Exam Instructions". Below this, it states "APMG International is proud to offer you the opportunity to take your exams at home with online proctoring." The page is divided into three numbered steps:

- 1. Schedule your exam**: A green checkmark indicates the exam is scheduled for "Sunday 14 Feb 2016 2:00 PM duration 60 mins". There are two buttons: "Add To Calendar" (green) and "Reschedule Exam" (blue).
- 2. Prepare for your exam**: A green button labeled "Test your equipment" with a gear icon.
- 3. Take your exam**: A large blue clock icon followed by "in 2 months". Below this is a green button labeled "Connect to your Proctor" with the text "(enabled when the countdown completes)" underneath.

The scheduler will display a countdown of days, hours, and minutes to the start of your scheduled exam slot. You can always re-schedule your exam – even if you missed your scheduled slot. Please give as much notice as possible in case you wish to re-schedule your exam.

### **Contact APMG International**

If you require any assistance with our online exams, please either call us using the relevant telephone number below or email [help@apmg-international.com](mailto:help@apmg-international.com) and we will call you back.

UK (24/7) - **0844 8111 101** or **01494 452 450**

US (24/7) - **1-855-773-3403**

CAN (24/7) - **1-855-898-0575**

Aus (24/7) - **1800 170 920**

All Other Countries (24/7) **+44 (0) 1494 452 450**

Press option 1 for Technical assistance.

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