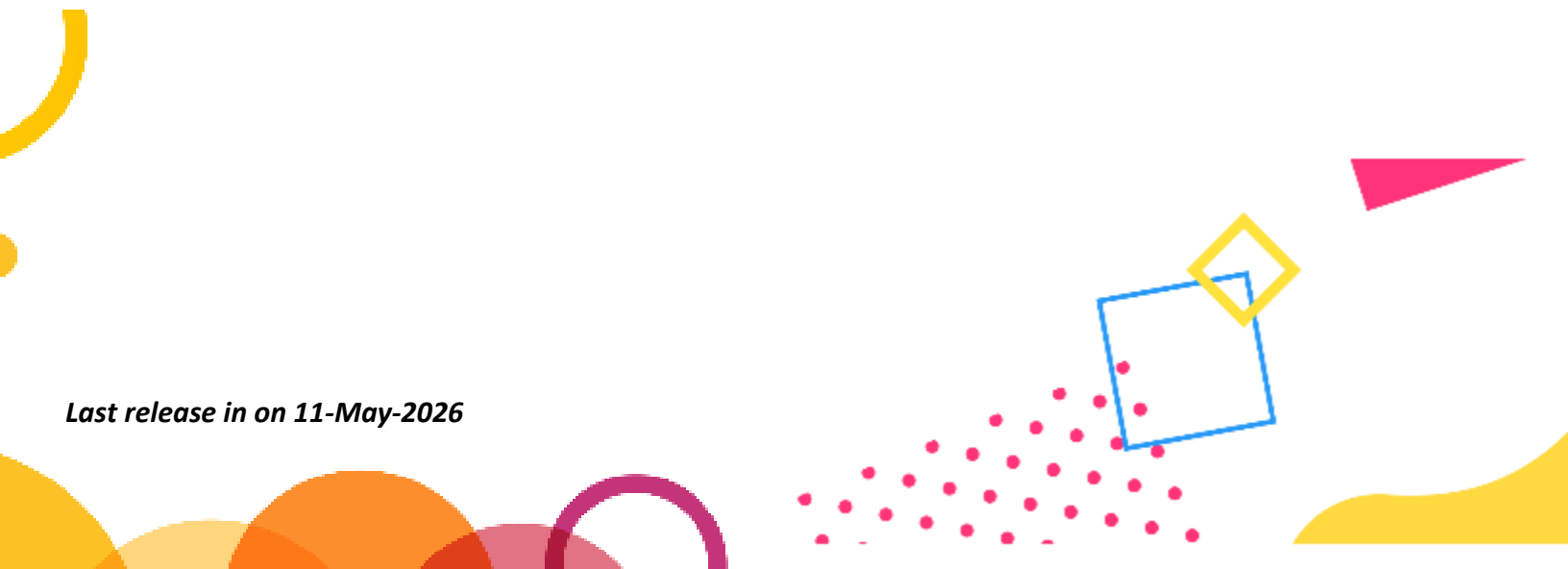


# Adobe

## Training Manual for Candidate

**Document Version 4.0**

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## About this manual

This Candidate Training Manual provides a comprehensive, step-by-step guide for individuals preparing to take an online examination using the Adobe testing application. It outlines the essential procedures, technical requirements, and best practices to ensure a smooth and secure testing experience. Whether you are new to the platform or revisiting it, this manual is here to guide you through every step of the examination process with ease and confidence

The table below is a guide to how the following symbols are used in the Proctor Training Manual.

| Symbol                                                                              | Represents                                                                                               |
|-------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|
| <i>Italics</i>                                                                      | Links to other internet sites<br>Terms that need to be emphasized<br>References for other documents      |
| <b>Bold</b>                                                                         | Menu, Input fields, Menu options, Command Buttons, Option Buttons, and Tabs are displayed on the screen. |
|  | Additional information about a particular topic.                                                         |

## Document History

| Sl. | Version Number | Author      | Reviewer        | Date       |
|-----|----------------|-------------|-----------------|------------|
| 1   | Version 1.0    | Anju Thomas | Gnaneshwar K. A | 27-10-2025 |
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| 4   | Version 4.0    | Anju Thomas | Gnaneshwar K. A | 02-06-2026 |
| 5   | Version 4.0.1  | Anju Thomas | Gnaneshwar K. A | 03-06-2026 |

# System Requirements

## Minimum Hardware Requirements

| Component  | Minimum Requirement                             | Recommended                    |
|------------|-------------------------------------------------|--------------------------------|
| CPU        | Dual-core processor (Intel i3 / AMD equivalent) | Quad-core (Intel i5 or higher) |
| RAM        | 4 GB                                            | 8 GB or more                   |
| Storage    | 500 MB free space                               | 2 GB free space                |
| Camera     | Built-in or external webcam (720p)              | 1080p HD camera                |
| Microphone | Functional mic (internal/external)              | Noise-reduction mic            |
| Speakers   | Required (system/audio alerts)                  | Headphones (if allowed)        |
| Display    | 1366×768 resolution                             | 1920×1080                      |

## Supported Operating Systems (Active Support Only)

Ensure only **currently supported OS versions** are used (as per Microsoft & Apple support lifecycle):

### Windows (Supported Versions)

- **Windows 10 (22H2)** – supported until **October 14, 2025** (extended security updates may apply)
- **Windows 11** (fully supported versions)

### Not supported:

- Windows 8 / 8.1 / 7 (end-of-life)

### macOS (Supported Versions)

- **macOS Sonoma (14)**
- **macOS Ventura (13)**

- **macOS Monterey (12)** *(limited support depending on vendor timelines)*

**Not supported:**

- macOS Big Sur (11) and older versions

## Browser Requirements

Supported browsers (latest or last 2 major versions):

| Browser        | Version       |
|----------------|---------------|
| Google Chrome  | Latest stable |
| Microsoft Edge | Latest stable |

## Browser Settings (Mandatory)

- JavaScript enabled
- Cookies enabled
- Pop-ups allowed (disable popup blockers for exam site)
- WebRTC enabled (for video/audio proctoring)
- Camera & Mic permissions granted

## Network & Connectivity

| Parameter  | Minimum          | Recommended              |
|------------|------------------|--------------------------|
| Bandwidth  | 2 Mbps           | 5+ Mbps                  |
| Latency    | < 150 ms         | < 80 ms                  |
| Connection | Stable broadband | Wired Ethernet preferred |

### Additional requirements:

- No VPN / Proxy (unless whitelisted)
- Firewall must allow:
  - HTTPS (port 443)
  - WebRTC traffic
- Packet loss < 2%

## Software & Graphics Requirements

- WebGL support (browser must support hardware acceleration)
- Graphics drivers updated
- Screen resolution scaling  $\leq 100\%$  (recommended)
- No remote desktop tools (Zoom, AnyDesk, TeamViewer disabled during exam)

## Permissions & Security Requirements (Critical for Enterprise Devices)

For **managed / corporate laptops**, the following must be ensured:

### Required Permissions

- Camera access enabled at OS + browser level
- Microphone access enabled
- Screen sharing permission allowed
- Browser allowed to:
  - Record screen

- Capture webcam
- Access system events

## Common Enterprise Restrictions That Break Proctoring

Organizations must **disable or whitelist exceptions** for:

- Endpoint security tools blocking webcam/mic
- DLP tools blocking screen capture
- Browser restrictions (policy-based popup/cookie blocking)
- Disabled WebRTC
- Restricted installation of browser extensions required by proctoring system
- VPN forcing traffic through restricted gateways
- Application whitelisting blocking exam launcher

## Additional System Checks

Before exam:

- System time sync enabled
- Antivirus not blocking browser or proctoring plugin
- No background applications consuming CPU/network
- Power plugged in (avoid battery failures)
- Only one monitor connected (if required by exam rules)

## Accessibility / Environment Requirements

- Quiet room with adequate lighting
- Face clearly visible to camera
- Neutral background

## Summary (Quick Checklist)

- Supported OS (Windows 10/11 or macOS 12+)
- Updated browser (Chrome/Edge)
- Camera + Mic working
- Minimum 2–5 Mbps stable internet
- Cookies + Popups enabled
- Permissions granted
- No restrictive enterprise policies blocking access

# Online Proctored Exam – Candidate Readiness Checklist

This checklist ensures that your system, environment, and permissions are fully ready to take an online proctored exam without interruptions.

## System Requirements

### Device

- Laptop or desktop computer (mobile devices not allowed unless specified)
- Minimum 4 GB RAM (8 GB recommended)
- Dual-core processor or higher
- At least 500 MB free disk space

### Operating System

#### Windows

- Windows 10 (22H2) or Windows 11

#### macOS

- macOS Monterey (12) or later (Ventura / Sonoma preferred)

## Hardware Requirements

- Working **webcam** (minimum 720p)
- Functional **microphone**
- Working **speakers** (or headphones if allowed)
- Screen resolution at least **1366 × 768**

## Internet Connectivity

- Minimum **5 Mbps** (10 Mbps recommended)
- Stable connection (no frequent drops)
- Wired connection preferred (Wi-Fi acceptable if stable)
- VPN/Proxy disabled (unless explicitly allowed)

## Supported Browser

Use any one of the latest versions:

- Google Chrome
- Microsoft Edge

## Browser Settings (MANDATORY)

Ensure the following are enabled:

- JavaScript enabled
- Cookies enabled
- Pop-ups allowed for exam site
- Camera access allowed
- Microphone access allowed
- Screen sharing permission allowed

## Permissions Check

At both system and browser level:

- Camera access granted
- Microphone access granted
- Screen recording/sharing allowed
- No restrictions on browser usage

## Corporate / Managed Device Users (Important)

If using an office laptop:

- IT policies allow camera and microphone access
- No firewall blocking exam platform
- No VPN enforced during exam
- Antivirus or security tools are NOT blocking:
  - Screen recording
  - Browser access
- Required exam applications/extensions allowed

## System Configuration

- System date and time are correct
- Latest OS updates installed
- Browser updated to latest version
- Graphics drivers updated
- Hardware acceleration enabled (WebGL support)

## Before You Start Exam

- Close all unnecessary applications
- Disable screen sharing tools (Zoom, Teams, AnyDesk, etc.)
- Connect charger (avoid battery issues)
- Disconnect additional monitors (if not allowed)
- Restart system before exam

## Test Your Setup

Before exam day:

- Run system compatibility test (if provided)
- Check webcam and microphone functionality
- Check internet speed and stability

## Exam Environment

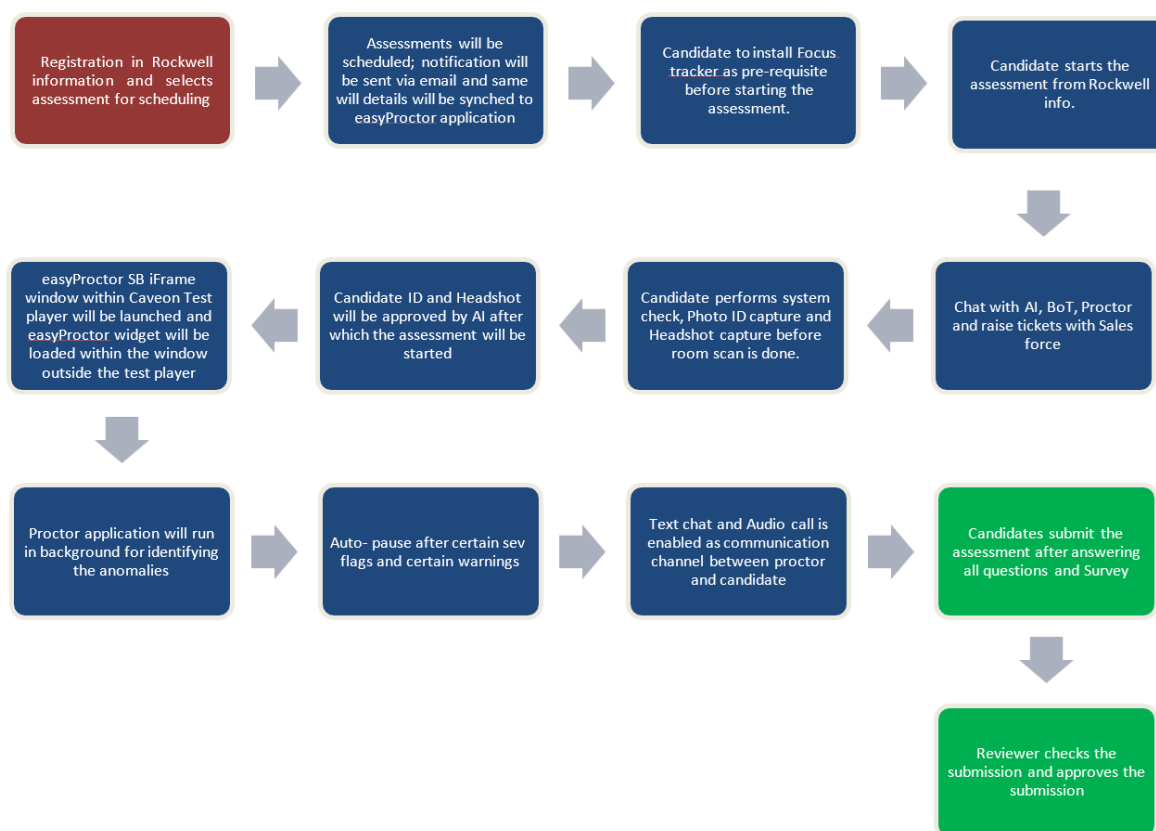
- Quiet room with no interruptions
- Good lighting (face clearly visible)
- Neutral background
- Sit in a fixed position for the duration of the exam

## Important Notes

- Failure to meet any of the above requirements may result in:
  - Inability to start the exam
  - Disqualification due to proctoring issues
- Candidates are responsible for ensuring their system is fully compliant.

## Secure Assessment Setup & Monitoring Overview

Before starting your online proctored assessment, you will be guided through a series of pre-checks to ensure a secure and smooth experience. These include accepting the End User License Agreement (EULA), capturing a clear headshot, uploading a valid photo ID, and recording a room scan video of your surroundings. Each step comes with specific guidelines—please follow them carefully to avoid any delays or rejections. Completing these checks successfully is essential before you can launch your assessment.



During the assessment, you will be monitored by an AI-powered proctoring system. If any suspicious behavior is detected, you will receive an on-screen warning. After four such warnings, your session will be automatically paused, and a live human proctor will review the situation to either resume or terminate the assessment. You can reach out to the proctor via live chat, raise a support ticket, or ask the AI assistant for help with basic workflow questions at any time. Please make sure to follow all assessment rules and the code of conduct throughout the session to ensure a fair and uninterrupted experience.

## Introduction to Online Proctoring with Adobe

This guide provides an overview of the **Adobe** application, which facilitates secure online proctoring for assessments delivered via the **Adobe – Test Delivery** platform. The assessment process is designed to be seamless, secure, and fully compliant, supported by integrated technologies and streamlined workflows that ensure a reliable and consistent candidate experience.

### Registration and System Check - Quick Overview

- **Registration:** You will begin by registering through the **Adobe-CMS Info** application.
- **Single Sign-On (SSO):** Once registered, you will access Adobe via SSO.
- **Pre-Assessment System Health Check:** Before your test, a mandatory check will:
  - Capture your **Photo ID & Headshot**
  - Conduct a **room scan** to ensure compliance

These checks are accessible via your **Candidate Dashboard** and the **Adobe-CMS Info widget**, allowing you to prepare without launching the test.

Assessment rescheduling will be determined based on the candidate's submission status, assessment progress, and proctoring availability. Proctors will have access to candidate accommodations and will continue monitoring beyond the test session until survey completion is confirmed.

The system supports both open-book and closed-book formats, accommodates approved extra time, and enables room scans along with automated pause/resume functionality. All relevant monitoring and assessment data will be securely transmitted to the Caveon platform for compliance and reporting.

Provisional results must be published within **72 hours** of assessment completion. To support this timeline, proctors are required to review sessions and update candidate statuses within **48 hours**. These updates will be synchronised with **Adobe-CMS Info**, ensuring timely communication and transparency.

## Assessment Phases

Your assessment journey includes three key stages:

| Phase                  | Description                                                |
|------------------------|------------------------------------------------------------|
| <b>Pre-Assessment</b>  | System checks, ID verification, and readiness confirmation |
| <b>Assessment Day</b>  | LIVE proctoring, monitoring, and support                   |
| <b>Post-Assessment</b> | Survey completion, result review, and status updates       |

## Identity Verification and Monitoring

- AI will match your **ID card details** with your registration data.
- Proctors can correct mismatches in Adobe application, which syncs with Adobe-CMS info.
- A redesigned **Proctor Dashboard** allows filtered views and monitoring of up to **four candidates simultaneously**.

## Legal Name Guidelines

Candidates may present **any one** of the following valid forms of identification: The name mentioned in these IDS to be used as Legal names while registering within Adobe-CMS info. The same ID will have to be produced during the assessment for ID verification which extracts the name details and matches with the Legal name available as part of application.

- **Passport**  
National passports issued by any country.
- **Driver's License**  
State, provincial, or national driving licenses.
- **National ID / Citizenship Card**  
Examples include:
  - Aadhaar (India)
  - NRIC (Singapore)
  - MyKad (Malaysia)
  - EU National IDs (Germany, France, Spain, etc.)
- **Passport Card**  
Accepted from countries such as the USA and those in Europe.

## Update Legal Name

- Ensure your **legal name** is correctly entered in the **Adobe-CMS Info** application.
- The name must exactly match the **valid Photo ID** you will present during the assessment.
- Candidates must use the same identification document that was linked to their legal name during registration.
- This information will be synchronised with the **Adobe** system for identity verification.

## Pre-Assessment Phase

### Registration

Candidates must **register for certification** via the [Adobe Certification Portal](#).

- Assessment slots are scheduled based on **proctor availability**.
- All registration-related activities, including candidate management and scheduling coordination, are handled through **Adobe-CMS Info**.

### Exam Scheduling & Rescheduling

| Understanding the Scheduling Buttons |                                                                                                                                                                                                                                   |
|--------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Scheduling Buttons                   | Descriptions                                                                                                                                                                                                                      |
| Schedule Exam                        | <ul style="list-style-type: none"><li>• You can book your exam up to 60 days in advance.</li><li>• If you choose to schedule within the next 24 hours, a \$10 fee applies.</li></ul>                                              |
| Reschedule Exam                      | <ul style="list-style-type: none"><li>• You may change your exam time without a fee if done at least 24 hours before your appointment.</li><li>• Rescheduling less than 24 hours before your exam will incur a \$5 fee.</li></ul> |
| Cancel Exam                          | <ul style="list-style-type: none"><li>• You can cancel your exam up to 24 hours in advance and keep your voucher.</li><li>• If you cancel within 24 hours of your appointment, your voucher will be forfeited.</li></ul>          |
| Request Accommodations               | <ul style="list-style-type: none"><li>• You may submit accommodation requests up to 7 days before your scheduled exam.</li></ul>                                                                                                  |
| Take Exam                            | <ul style="list-style-type: none"><li>• This button becomes active approximately 5 minutes before your scheduled exam time.</li></ul>                                                                                             |

## Scheduling Your Exam

Once you navigate to the **Course Details** page, follow these steps to schedule your exam:

**Certification exam details**

Actions

| Application       | Level        | Job role               | Exam ID  | Points | Time limit        |
|-------------------|--------------|------------------------|----------|--------|-------------------|
| Adobe Advertising | Professional | Business Practitioners | AD0-E501 | 0      | 1 hour 40 minutes |

**Exam scheduling instructions**

How do I take my exam?

1. The **Take exam** button will appear on this page 5-10 minutes before your exam appointment.
2. Click on the **Take exam** button. This will launch the easyProctor dashboard in a new tab.
3. On the easyProctor dashboard, download the **Process Tracker** software. This monitoring tool is required for exam security and must be left running during your exam.
4. On the easyProctor dashboard, launch the **Test your device** pre-check. Make sure to allow use of your microphone and camera, and follow any other instructions provided.
5. On the easyProctor dashboard, click **Start assessment**.
6. Accept the **Adobe Candidate Agreement**.
7. Allow the system to **capture your Photo ID**. Your Photo ID must display your legal name and be active, not expired.
8. Allow the system to **capture your headshot** to validate your identity.
9. Complete the **room video**, following the instructions provided.
10. You may need to wait a few minutes for the proctor **before the Take test** button appears. At this time, the proctor may review and approve your details.
11. Click the **Take test** button. You may need to wait until your scheduled exam time to begin.
12. You will be re-directed to the exam. You must consent to share your entire screen. You must also consent to launch full screen mode. Once you have provided consent, you will see the exam questions.

**Rules**

1. Be sure to abide by all exam rules and conduct codes. You will be monitored by both AI and human proctors.
2. Do not close the browser, end the screen share, or cover your camera during the exam. Any of these activities will result in the exam being terminated.
3. Any suspicious activities during the exam will result in warnings. If the activity continues after you have been warned, your exam will be terminated.

**Support**

1. You can **Text chat** with the proctor by clicking on the chat icon anytime during the assessment. The proctor can initiate audio chat with you anytime via the chat window.
2. If you become **disconnected** during your exam, or encounter any other technical issues, please contact Support using the chat function in the easyProctor dashboard, or by email: [adobe.support@excelssoftcorp.com](mailto:adobe.support@excelssoftcorp.com)
3. If you have any difficulty downloading the **Process Tracker** or running the **system test**, please contact Support using the chat function in the easyProctor dashboard, or by email: [adobe.support@excelssoftcorp.com](mailto:adobe.support@excelssoftcorp.com)

**What do the scheduling buttons mean?**

- **Schedule exam:** You may schedule an exam up to 60 days in the future. If you schedule within the next 24 hours, you must pay a \$10 fee.
- **Reschedule exam:** You may reschedule up to 24 hours before your exam appointment without having to pay a fee. If you reschedule less than 24 hours before your exam appointment time, you must pay a \$5 fee.
- **Cancel exam:** You may cancel up to 24 hours before your exam appointment and retain your voucher. If you cancel less than 24 hours before your exam appointment time, you forfeit your voucher.
- **Request accommodations:** You may request accommodations up to 7 days before your exam appointment.
- **Take exam:** This button will appear about five minutes before your exam appointment time.

**How do I take my exam?**

1. You are required to take your exam in the Guardian browser. Once you have paid for your exam, you will see a button below to install the Guardian browser, or to run a system test if you already have it installed.
2. Click on the **Take exam** button. Your exam session should launch in the Guardian browser.

**Troubleshooting**

If you have any difficulty downloading the Guardian browser or running the system test, please contact [Meazure Learning Support](#). If you become disconnected during your exam appointment, please contact Meazure Learning Support using the chat function in the Guardian browser.

**What do the scheduling buttons mean?**

- **Schedule exam:** You may schedule an exam up to 60 days in the future. If you schedule within the next 24 hours, you must pay a \$10 fee.
- **Reschedule exam:** You may reschedule up to 24 hours before your exam appointment without having to pay a fee. If you reschedule less than 24 hours before your exam appointment time, you must pay a \$5 fee.
- **Cancel exam:** You may cancel up to 24 hours before your exam appointment and retain your voucher. If you cancel less than 24 hours before your exam appointment time, you forfeit your voucher.
- **Request accommodations:** You may request accommodations up to 7 days before your exam appointment.
- **Take exam:** This button will appear about five minutes before your exam appointment time.

**Exam proctoring requirements**

Click to check your system meets our proctoring requirements

Download Process Tracker

System check

**Exam scheduling**

When you're ready, you may schedule your exam.

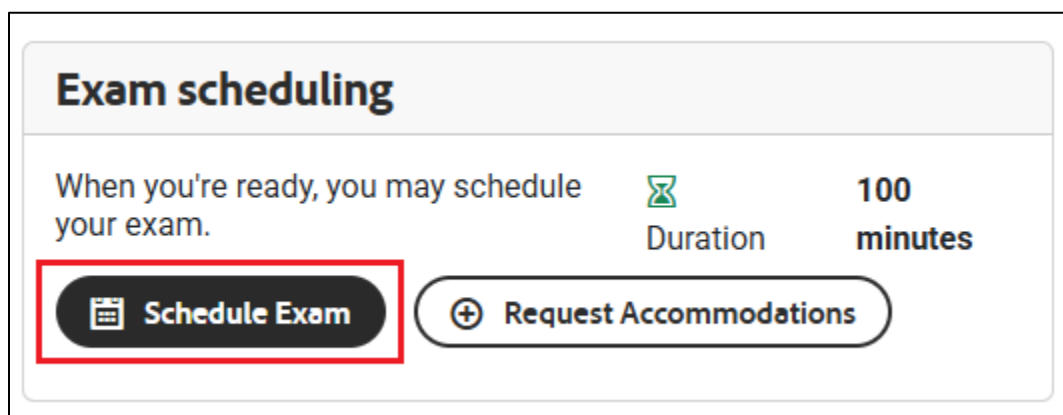
Schedule Exam

Request Accommodations

100 minutes

Duration

- Click the **Schedule Exam** button located in the Exam Schedule section.



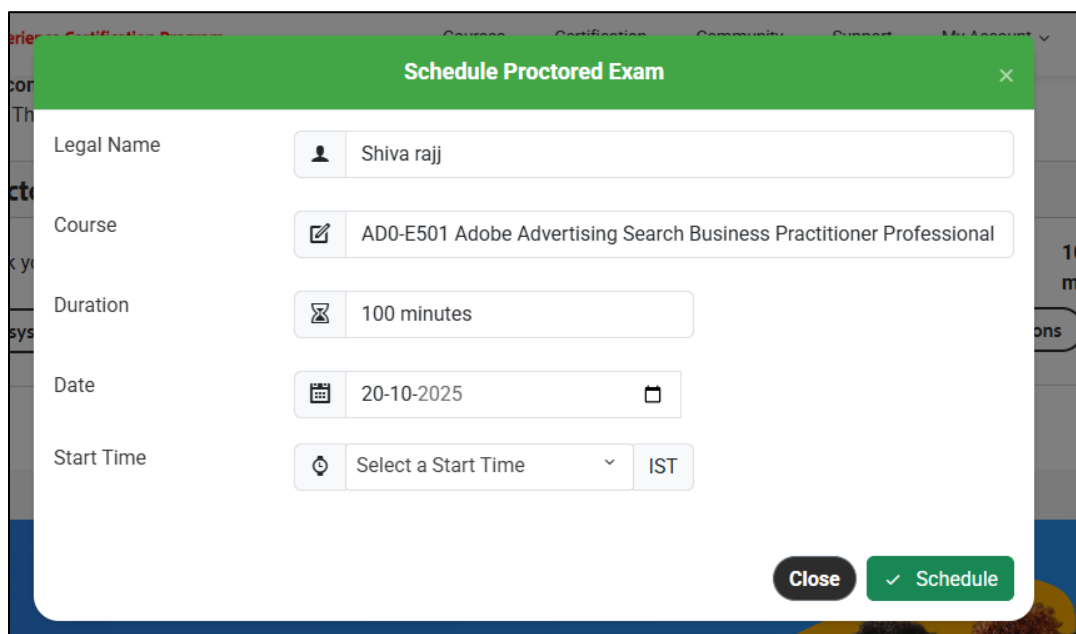
**Exam scheduling**

When you're ready, you may schedule your exam.

Duration **100 minutes**

**Schedule Exam** **Request Accommodations**

- A **Schedule Proctored Exam** pop-up window will appear.



**Schedule Proctored Exam**

Legal Name: Shiva rajj

Course: AD0-E501 Adobe Advertising Search Business Practitioner Professional

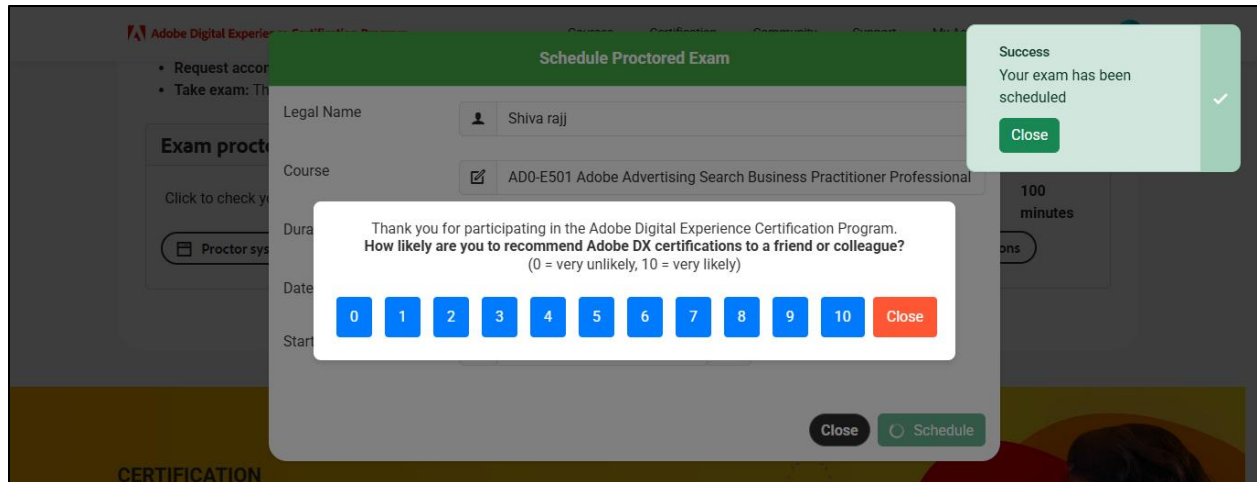
Duration: 100 minutes

Date: 20-10-2025

Start Time: Select a Start Time IST

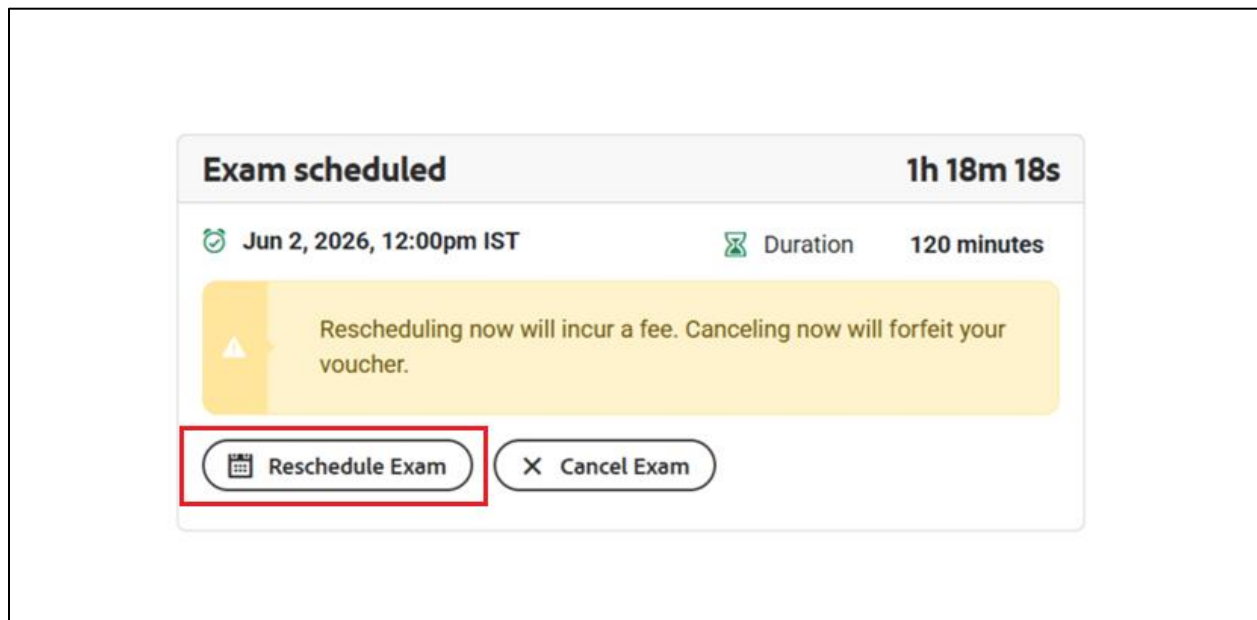
**Close** **Schedule**

- Your **name**, **course title**, **exam duration**, and **exam date** will be auto filled.
- To select a time slot, click the **Select a Start Time** drop-down icon.
- Choose an available slot from the list.
- Once the slot is selected, click the **Schedule** button.
- A confirmation message will appear, indicating that your exam has been successfully scheduled.

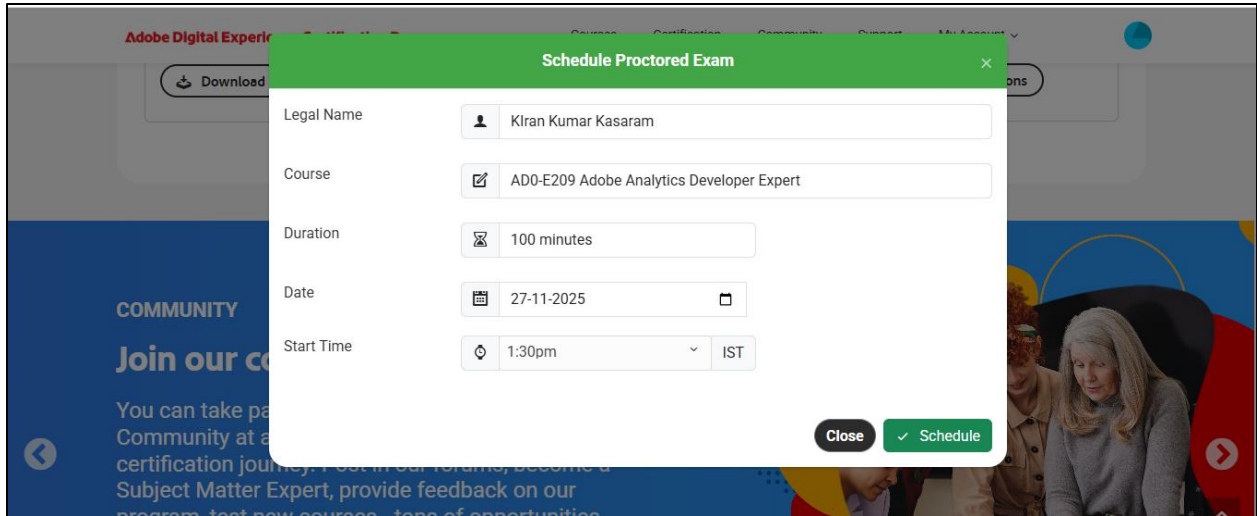


## Rescheduling Your Exam

- If you need to reschedule, click the **Reschedule Exam** button.



- The **Schedule Proctored Exam** pop-up window will reappear.



Legal Name Klran Kumar Kasaram

Course AD0-E209 Adobe Analytics Developer Expert

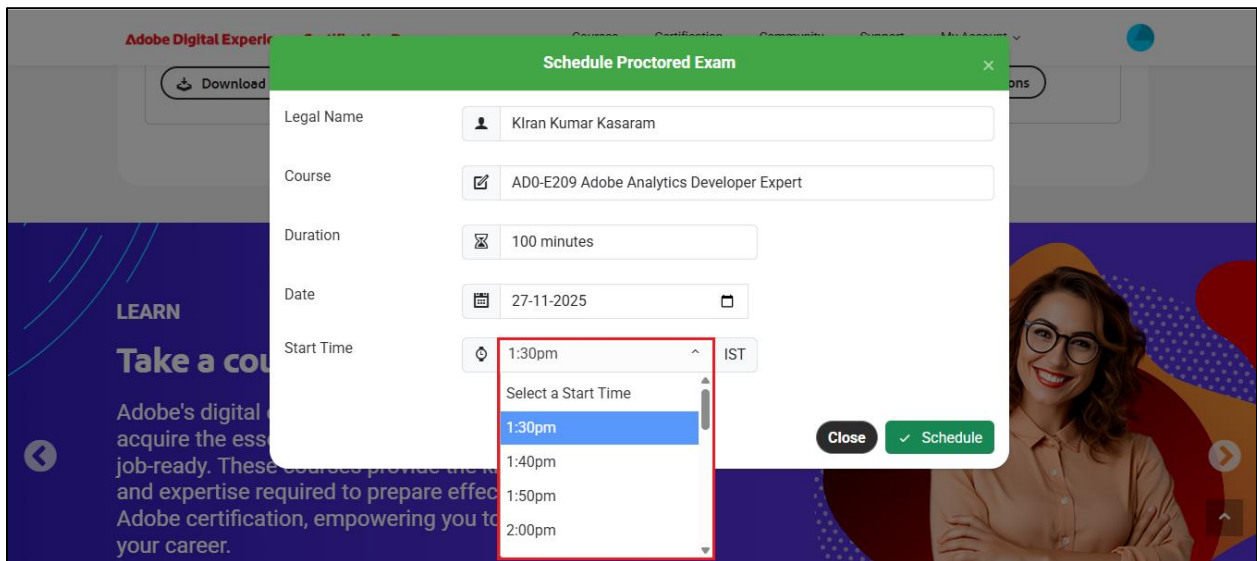
Duration 100 minutes

Date 27-11-2025

Start Time 1:30pm IST

Close Schedule

- Your previously selected slot will be displayed.
- Choose a new time slot from the drop-down list.



Legal Name Klran Kumar Kasaram

Course AD0-E209 Adobe Analytics Developer Expert

Duration 100 minutes

Date 27-11-2025

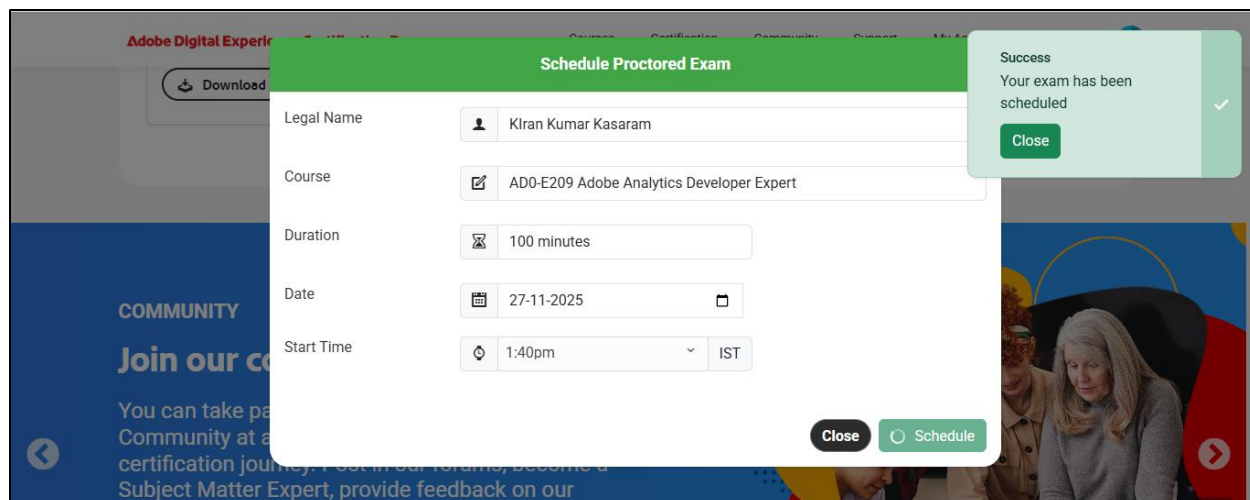
Start Time 1:30pm IST

Select a Start Time

- 1:30pm
- 1:40pm
- 1:50pm
- 2:00pm

Close Schedule

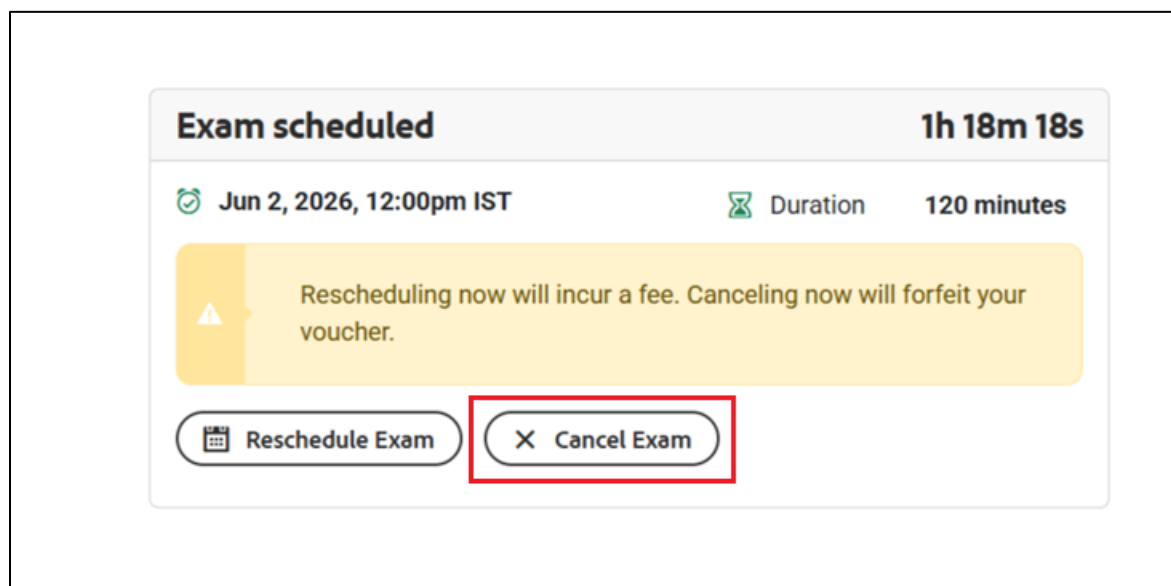
- Click the **Schedule** button to confirm the change.
- A success message will confirm that your exam has been scheduled.



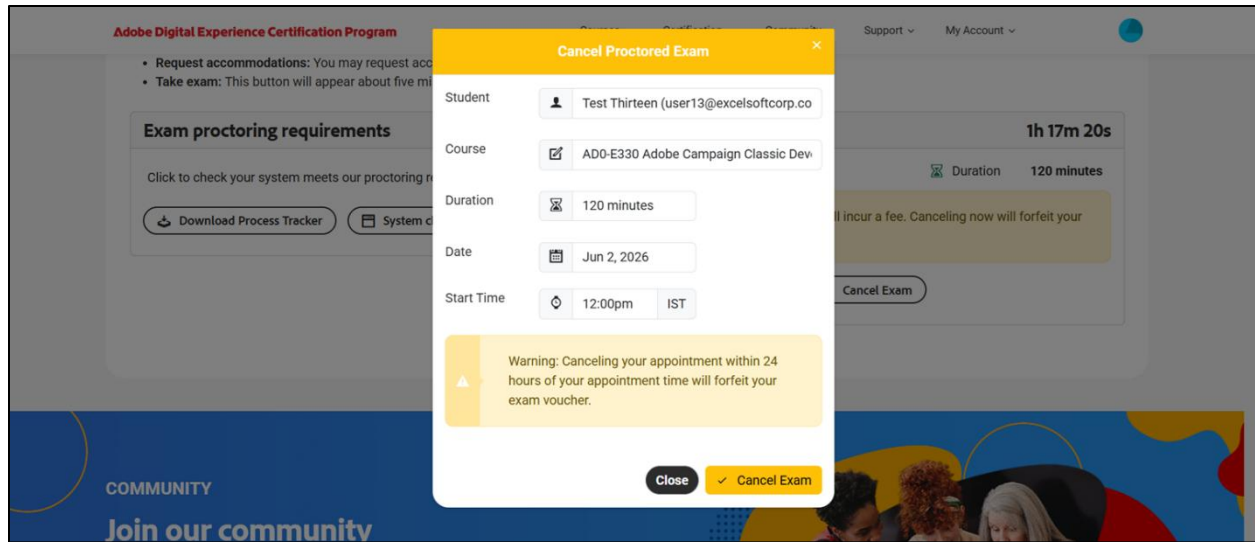
## Cancel Exam

The **Cancel Exam** option allows users to withdraw from a scheduled exam before it begins. Before cancellation, the system displays a warning: **“Rescheduling now will incur a fee. Canceling now will forfeit your voucher.”** If you cancel the exam, you may **lose the exam voucher or payment** used to book the exam and the cancellation may **not be refundable**, depending on timing.

To cancel the exam, click on the **Cancel Exam** button.



When you click **Cancel Exam**, a confirmation dialog appears titled **Cancel Proctored Exam** as shown below,



This pop-up includes:

- **Student details** (name/email)
- **Course name**
- **Duration** (e.g., 120 minutes)
- **Exam date**
- **Start time (with timezone)**

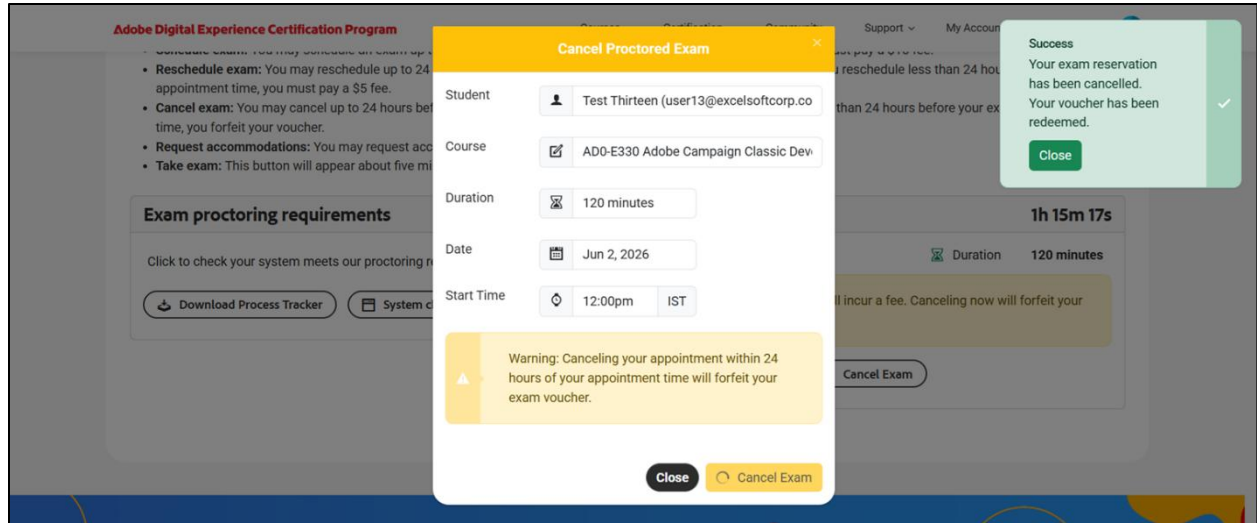
A cancellation warning message will be displayed inside popup

**“Warning: Cancelling your appointment within 24 hours of your appointment time will forfeit your exam voucher.”**

If the cancellation is done **within 24 hours of the exam start time**, the exam voucher is **forfeited (lost)**.

Click on the **Close** button to cancels the action and returns to the dashboard. To proceed with cancelling the exam, click on the **Cancel Exam** button to confirms the cancellation of the exam.

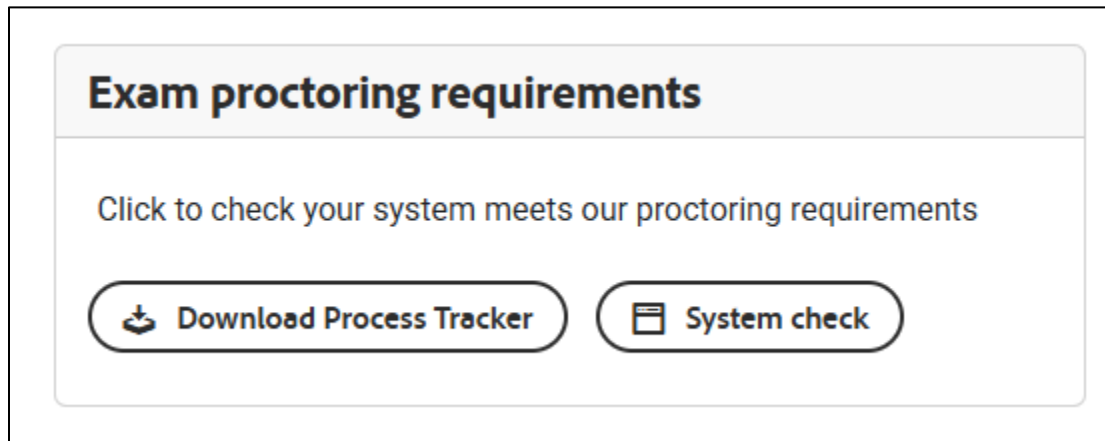
After successful cancellation, a confirmation message appears: **Success: Your exam reservation has been canceled. Your voucher has been redeemed** as shown below.



## Exam proctoring requirements

This section ensures that candidates:

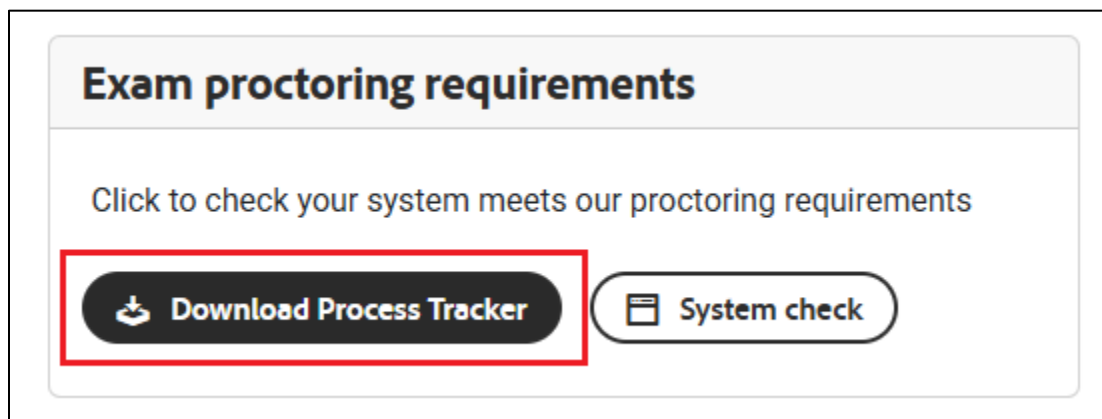
- Understand the **technical requirements** for a proctored exam.
- Have access to tools that help them **verify system compatibility** and **track setup progress**.



### Download Process Tracker

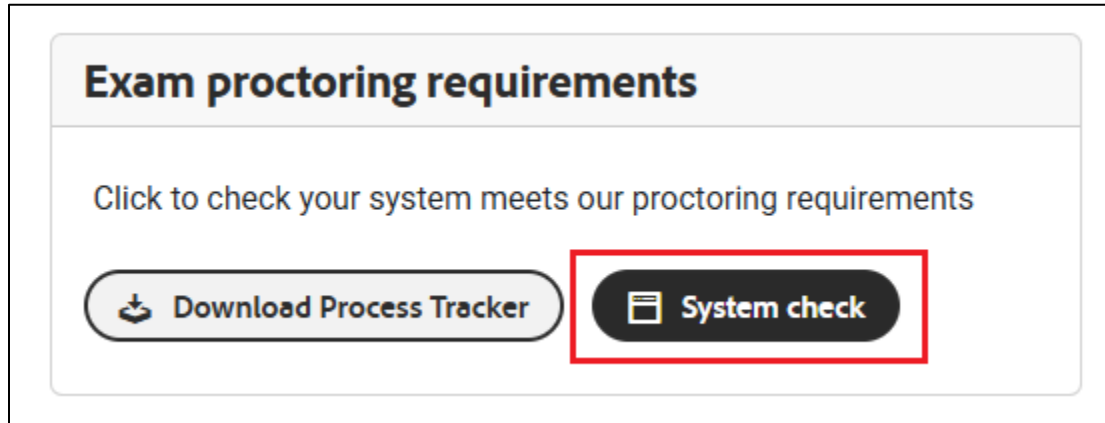
The **Process Tracker** is mandatory for all assessments. It scans systems before the exam to detect unauthorised software, alerts the proctor if issues arise, and monitors activity in real time during the test to prevent cheating or misuse. Supporting both admin and non-admin installations, it records only application metadata, ensuring exam security while protecting user privacy.

Click on the **Download Process Tracker** button to begin downloading the Process Tracker.

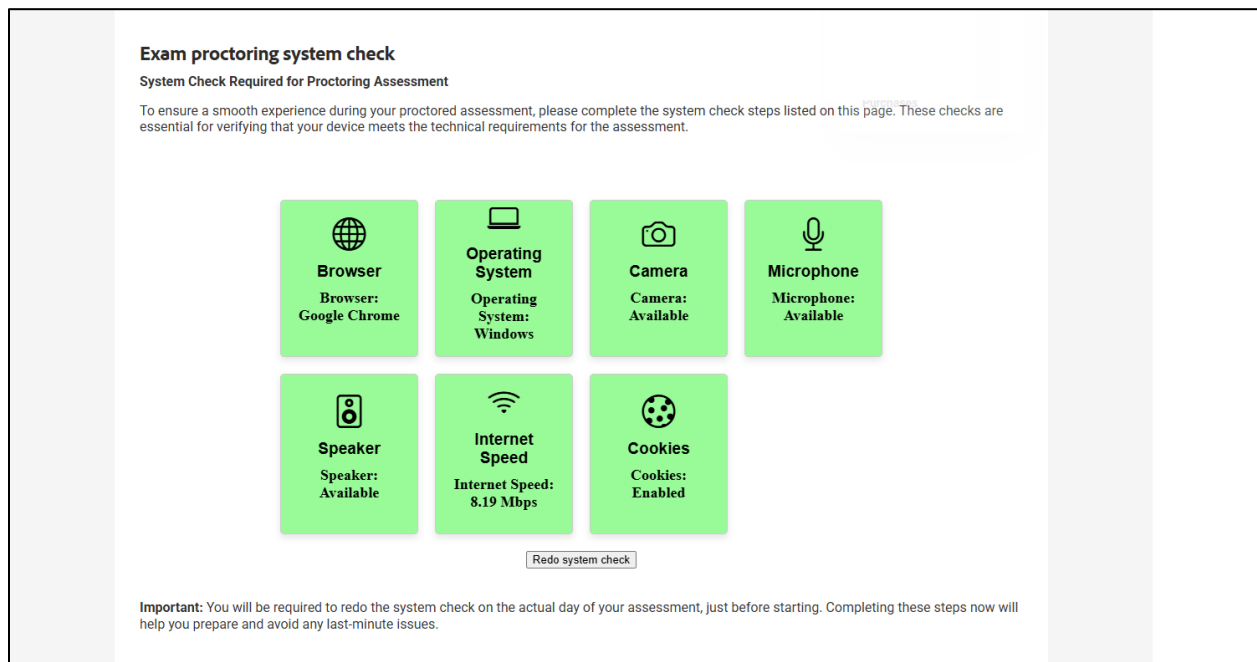


## System Check

- Click the **System Check** button to verify that your device meets all the necessary requirements for online proctoring.



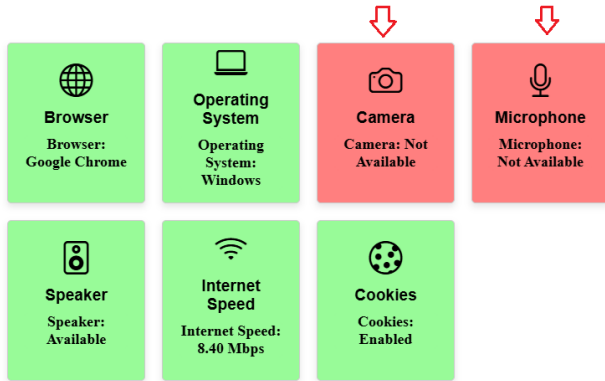
- You will be redirected to the **Exam Proctoring System Check** page.



- If any checks fail or required permissions are disabled, the status will appear as **Not Available** or **Blocked** as shown below.

**Exam proctoring system check**  
System Check Required for Proctoring Assessment

To ensure a smooth experience during your proctored assessment, please complete the system check steps listed on this page. These checks are essential for verifying that your device meets the technical requirements for the assessment.



The system check results are displayed in a grid of seven green boxes. The first two boxes, 'Browser' and 'Operating System', show successful status. The next two boxes, 'Camera' and 'Microphone', are highlighted in red and show 'Not Available' status, with red arrows pointing down to them. The remaining three boxes, 'Speaker', 'Internet Speed', and 'Cookies', show successful status.

| Component        | Status                    |
|------------------|---------------------------|
| Browser          | Browser: Google Chrome    |
| Operating System | Operating System: Windows |
| Camera           | Camera: Not Available     |
| Microphone       | Microphone: Not Available |
| Speaker          | Speaker: Available        |
| Internet Speed   | Internet Speed: 8.40 Mbps |
| Cookies          | Cookies: Enabled          |

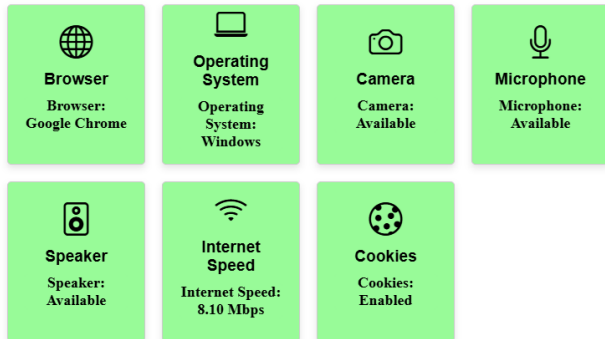
[Redo system check](#)

**Important:** You will be required to redo the system check on the actual day of your assessment, just before starting. Completing these steps now will help you prepare and avoid any last-minute issues.

- To proceed, grant the necessary permissions or enable the required settings.
- Then click the **Redo system check** button to refresh and update the system check.

**Exam proctoring system check**  
System Check Required for Proctoring Assessment

To ensure a smooth experience during your proctored assessment, please complete the system check steps listed on this page. These checks are essential for verifying that your device meets the technical requirements for the assessment.



The system check results are displayed in a grid of seven green boxes. All components now show successful status: 'Browser' (Google Chrome), 'Operating System' (Windows), 'Camera' (Available), 'Microphone' (Available), 'Speaker' (Available), 'Internet Speed' (8.10 Mbps), and 'Cookies' (Enabled). The 'Redo system check' button is still present.

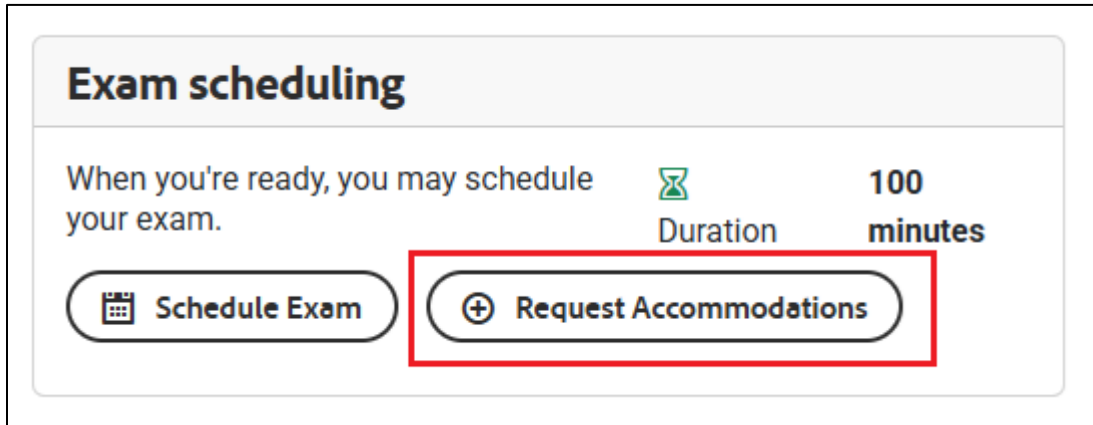
| Component        | Status                    |
|------------------|---------------------------|
| Browser          | Browser: Google Chrome    |
| Operating System | Operating System: Windows |
| Camera           | Camera: Available         |
| Microphone       | Microphone: Available     |
| Speaker          | Speaker: Available        |
| Internet Speed   | Internet Speed: 8.10 Mbps |
| Cookies          | Cookies: Enabled          |

[Redo system check](#)

**Important:** You will be required to redo the system check on the actual day of your assessment, just before starting. Completing these steps now will help you prepare and avoid any last-minute issues.

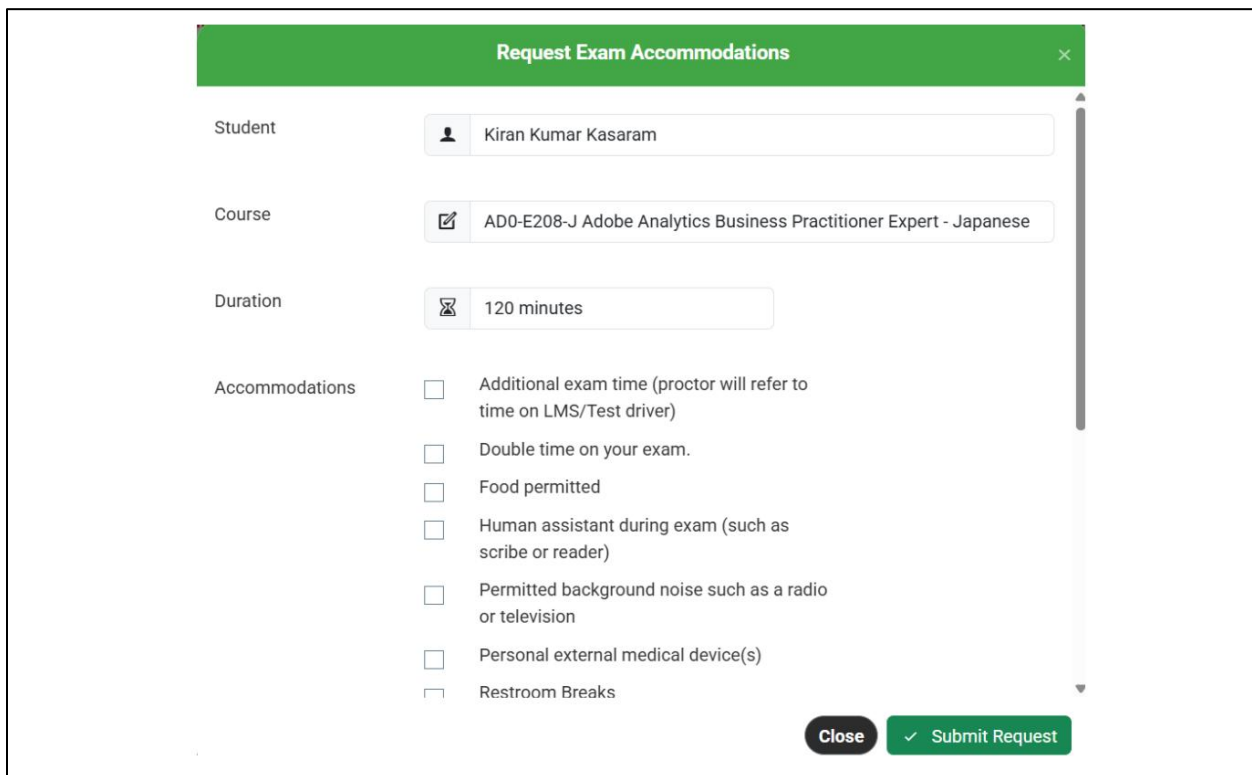
## Accommodation

Access to accommodation is limited to those that have been pre-approved by the candidate. Candidate can submit a request by clicking the **Request Accommodations** button located in the **Exam Scheduling** section, as shown below.



The screenshot shows the 'Exam scheduling' section. It includes the text 'When you're ready, you may schedule your exam.' and a duration of '100 minutes' with an hourglass icon. Below this, there are two buttons: 'Schedule Exam' and 'Request Accommodations'. The 'Request Accommodations' button is highlighted with a red rectangular box.

When candidates click the **Request Accommodations** button, a pop-up window titled Request Exam Accommodations will appear.



The screenshot shows the 'Request Exam Accommodations' pop-up window. It has a green header bar with the title and a close button. The form contains the following fields:

- Student:** Kiran Kumar Kasaram
- Course:** AD0-E208-J Adobe Analytics Business Practitioner Expert - Japanese
- Duration:** 120 minutes
- Accommodations:** A list of checkboxes for selecting accommodations:
  - ☐ Additional exam time (proctor will refer to time on LMS/Test driver)
  - ☐ Double time on your exam.
  - ☐ Food permitted
  - ☐ Human assistant during exam (such as scribe or reader)
  - ☐ Permitted background noise such as a radio or television
  - ☐ Personal external medical device(s)
  - ☐ Restroom Breaks

At the bottom right, there are two buttons: 'Close' and 'Submit Request'.

- Select the required accommodations by **ticking the relevant checkboxes**.

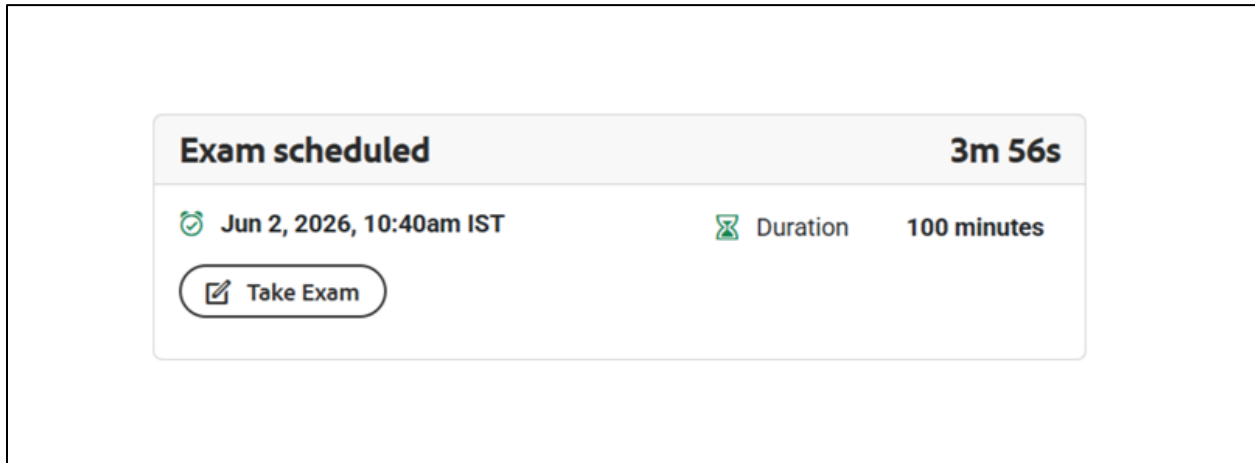
- After making your selections, click the **Submit Request** button to finalise and complete the process.

If accommodations were requested during exam booking or scheduling, the proctor will review and verify the submitted details.

[How is it applied?](#)

## Take exam

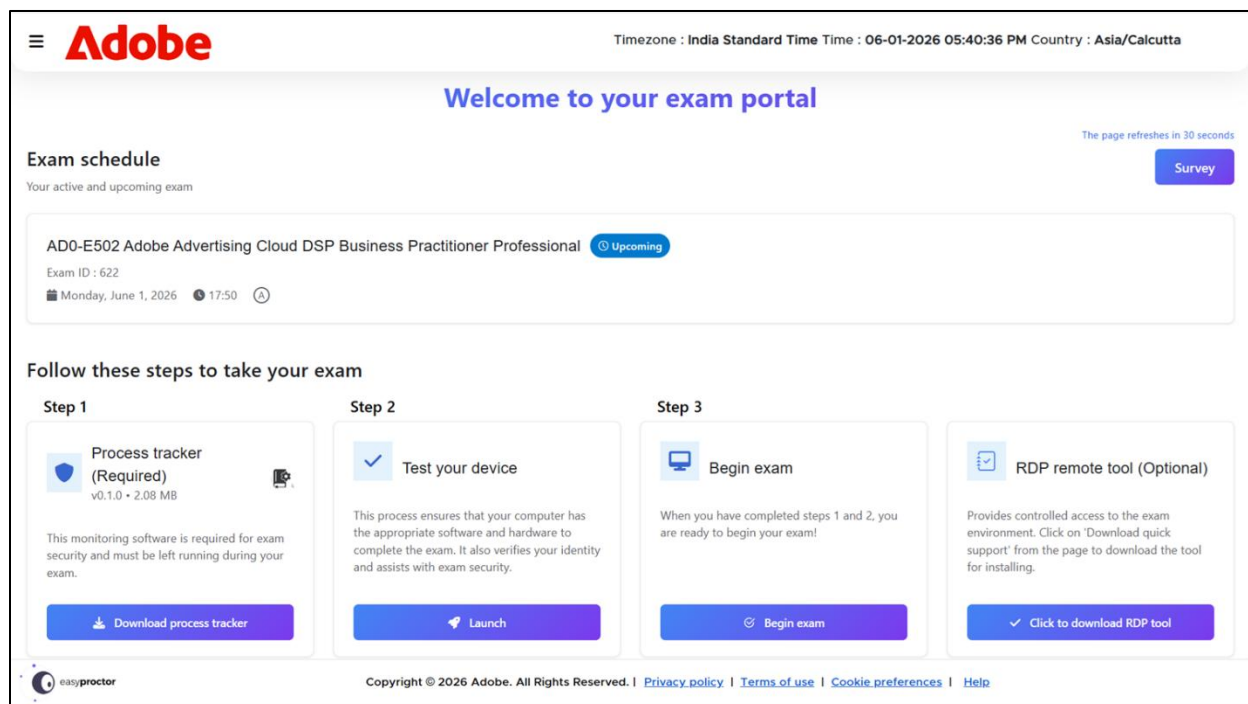
The **Take Exam** button will become active only at the scheduled start time. (See image below for reference.). Take Exam button will be enabled before **10mins** of the actual scheduled time. This is to ensure that you complete the pre-check and other approvals without losing any assessment time.



- Click the **Take Exam** button to navigate to the **Assessment Dashboard** page, which display all upcoming assessments, but access to each assessment will only be enabled **after its designated start date and time**.

## Assessment Dashboard Screen

The Assessment Dashboard screen will guide users through their scheduled exam and ensure they complete required steps before starting the test.



### Header Section of Assessment Dashboard

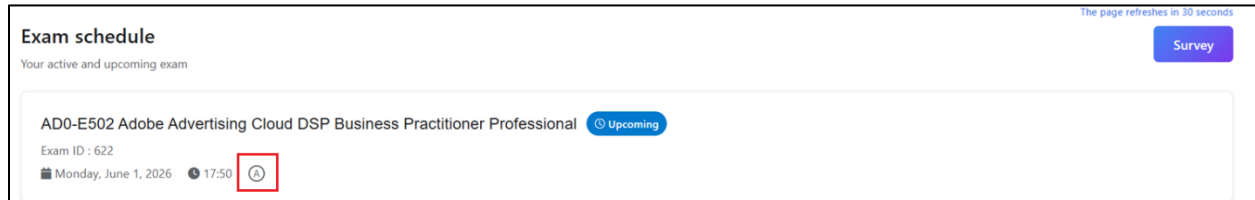
The header section displays the **Adobe logo** on the left and the System information such as **Time zone, Current date and time** and **Region**, on the right. This help the users verify that the exam is being accessed in the correct time zone.

### Exam Schedule Section

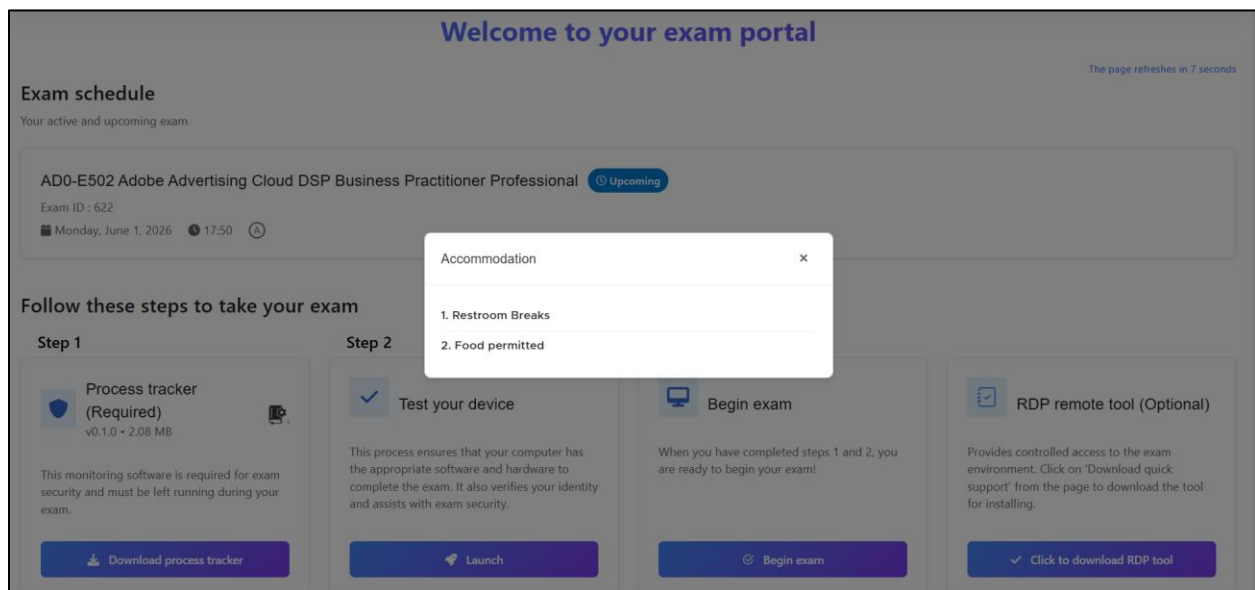
This section displays details of the user's exam such as Exam name, Exam Status badge (Upcoming/Active) and Date and Time. Also, any accommodation requested and confirmed by the candidate can be accessed via the Assessment Dashboard.

## View Accommodations

- Look for the  icon on the Assessment Schedule tile.



Upon clicking the icon, the candidate's selected accommodations will be revealed.



## Survey - Provide Your Feedback

The **Survey** button in the exam portal allows you to provide **feedback about the user's experience**. When you click the **Survey** button, which is visible on the right side of the page, a feedback pop-up titled **Rate your Session** appears like the one shown in the image.

The screenshot displays the Adobe exam portal interface. A modal window titled "Rate your Session" is centered on the screen. The modal contains the following elements:

- Title:** "Rate your Session" with a close button (X).
- Question:** "How was your overall experience?"
- Rating:** Five buttons labeled 1, 2, 3, 4, and 5.
- Section:** "Please rate" followed by "Registration And Scheduling Of Test" and five star icons.
- Text Input:** A text box with the placeholder "Type here..." and a label "Share us your feedback".
- Buttons:** "Skip" and "Submit".

The background of the portal shows the "Welcome to your exam portal" header, exam schedule details (AD0-E502 Adobe Advertising Cloud DSP Business Pract, Exam ID: 622, Monday, June 1, 2026, 17:50), and steps to take the exam (Step 1: Process tracker, Step 2: Test your skills). There are also links for "Download process tracker", "Launch", "Begin exam", and "Click to download RDP tool".

This popup allows users to evaluate their overall experience and provide feedback.

- **Overall Experience Rating**

Users can select a rating from **1 to 5**, where:

- **1** = Very poor experience
- **5** = Excellent experience

- **Detailed Rating Section**

- Users can rate specific aspects using **star icons** (typically 1–5 stars).

- **Feedback Text Box**

- A text area with placeholder **"Type here..."** Users can enter Comments, Suggestions, Issues faced during the session etc.

The screenshot shows the 'Welcome to your exam portal' page with a 'Rate your Session' modal open. The modal asks 'How was your overall experience?' with a rating scale from 1 to 5, where 4 is selected. It also asks 'Please rate' for 'Registration And Scheduling Of Test' with a 5-star rating. A text box for feedback contains the word 'Good'. At the bottom are 'Skip' and 'Submit' buttons. The background shows the exam schedule for 'AD0-E502 Adobe Advertising Cloud DSP Business Pract' on Monday, June 1, 2026, at 17:50. It lists steps: Step 1 (Process tracker) and Step 2 (Test your system), with buttons for 'Download process tracker', 'Launch', 'Begin exam', and 'Click to download RDP tool'.

You can either submit or skip the survey. To skip the survey, click the **Skip** button. After providing your feedback, click the **Submit** button. A success message will then be displayed on the screen, as shown below.

The screenshot shows the same 'Welcome to your exam portal' page, but the 'Rate your Session' modal is replaced by a 'Success' message modal. The modal displays a green checkmark icon, the word 'Success', and the message 'Feedback submitted successfully!'. There is an 'OK' button at the bottom. The background remains the same, showing the exam schedule and steps.

Survey is context sensitive and feedback rubrics will be displayed based on the access point. At this stage, Registration and scheduling is complete and hence only rubrics related to registration and scheduling is listed. You can access the survey from 2 more access points in addition to this. Next survey will be displayed before launching the exam and during the approval process lead time. Last survey will be displayed within the test player once you submit the exam. All responses will be stored and will be displayed in the final submission so that you

have an option to modify or update the feedbacks if any from any access point before it is finally submitted.

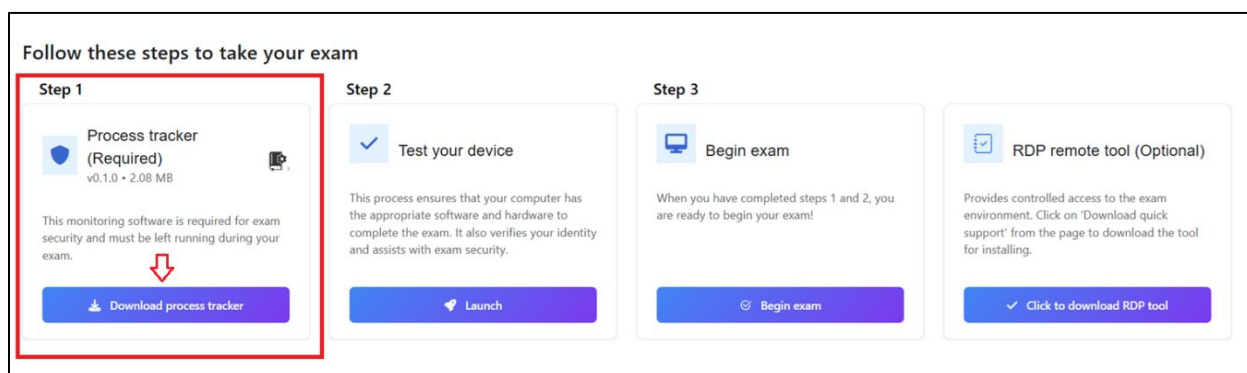
## Step-by-Step Exam Process

A guided workflow is displayed with four steps to ensure readiness before starting the exam.

### Step-1: Process Tracker Installation

Installing the Process Tracker is mandatory for all assessments. This essential monitoring tool helps maintain exam integrity by tracking user activity and detecting unauthorised applications. Before the test begins, it scans the system for suspicious software and alerts the proctor, who may request manual closure of flagged apps. During the exam, it continues real-time monitoring to prevent cheating or content misuse. The tool supports both admin and non-admin installations and only tracks application metadata, ensuring user privacy while securing the assessment environment.

- In the Assessment Dashboard page, candidates will find an option to [download the process Tracker software](#), which is required to run during the assessment.

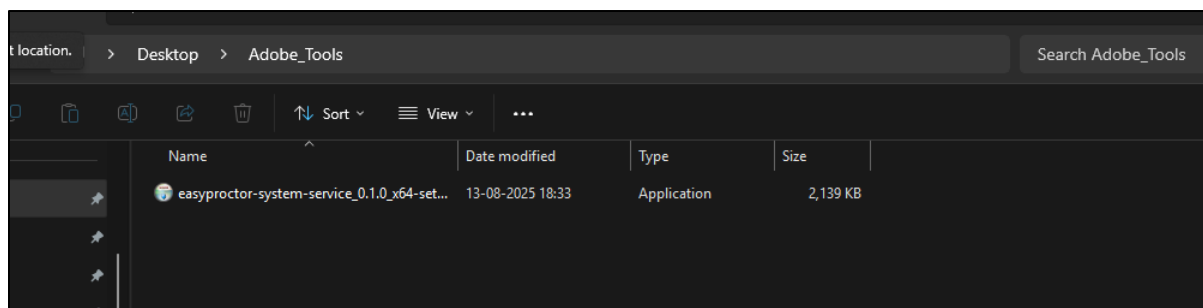


## Downloading and Installing the Process Tracker from Adobe-CMS Info

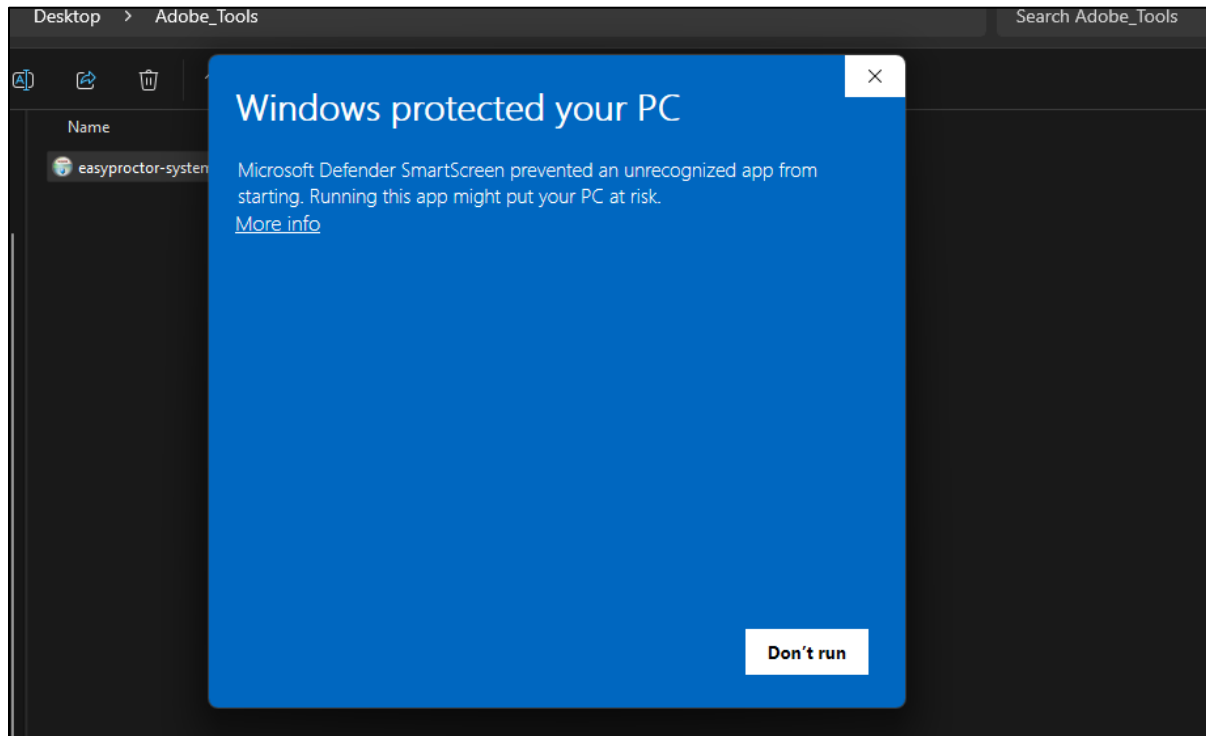
### Step-by-step instructions

**Step 1:** Download the exe from the path

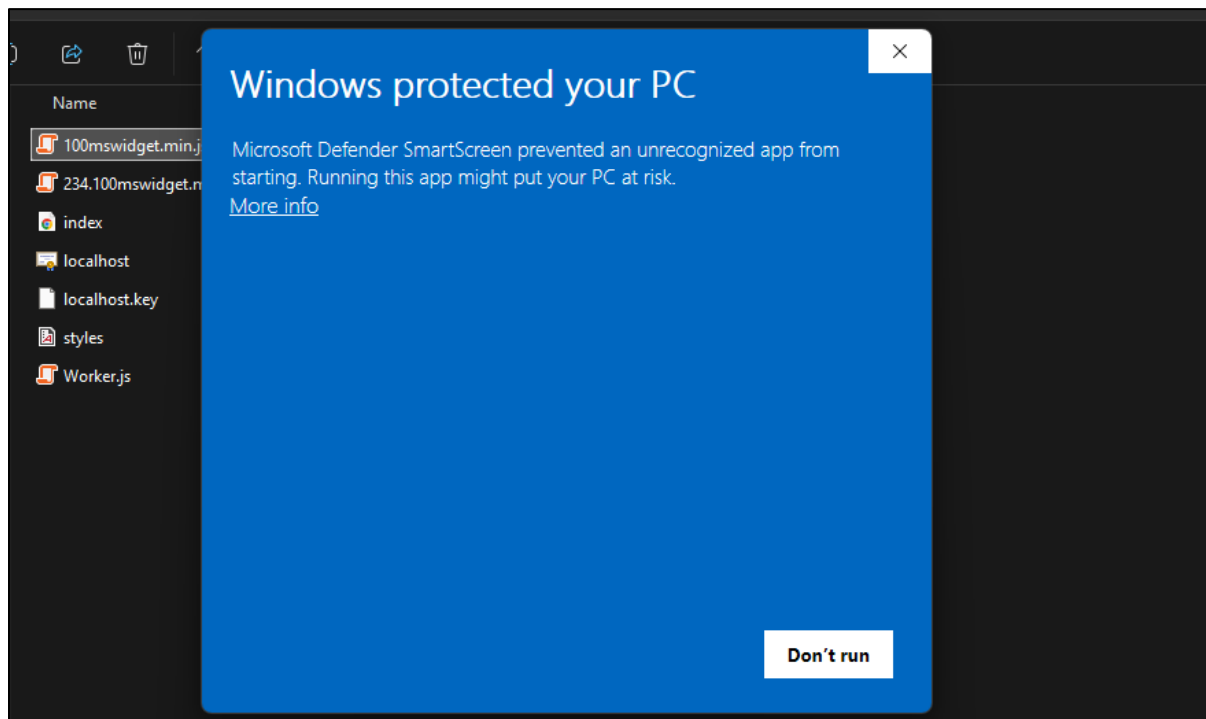
[https://es-k12assets.s3.dualstack.us-east-1.amazonaws.com/EasyProctor/ES\\_Adobe/eP\\_ES\\_Focus\\_Tracker.exe](https://es-k12assets.s3.dualstack.us-east-1.amazonaws.com/EasyProctor/ES_Adobe/eP_ES_Focus_Tracker.exe)



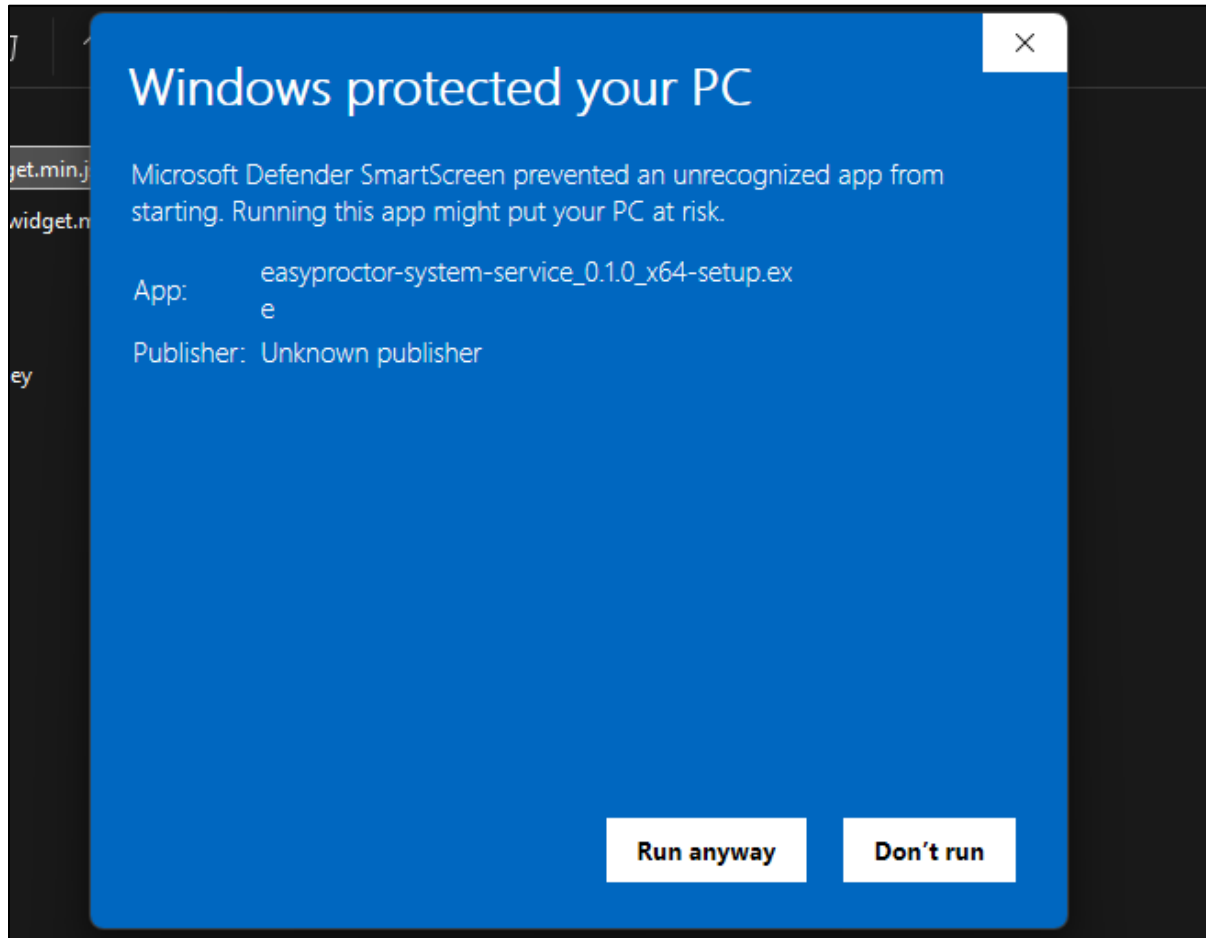
**Step 2:** Double click on the exe file from the location



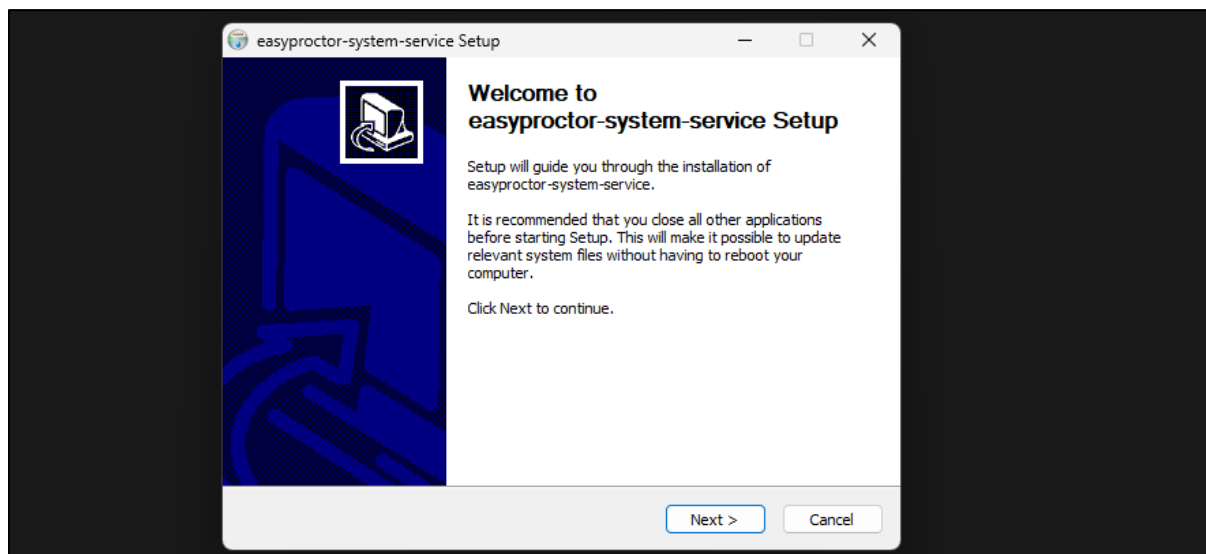
**Step3:** Click on *More info* link.



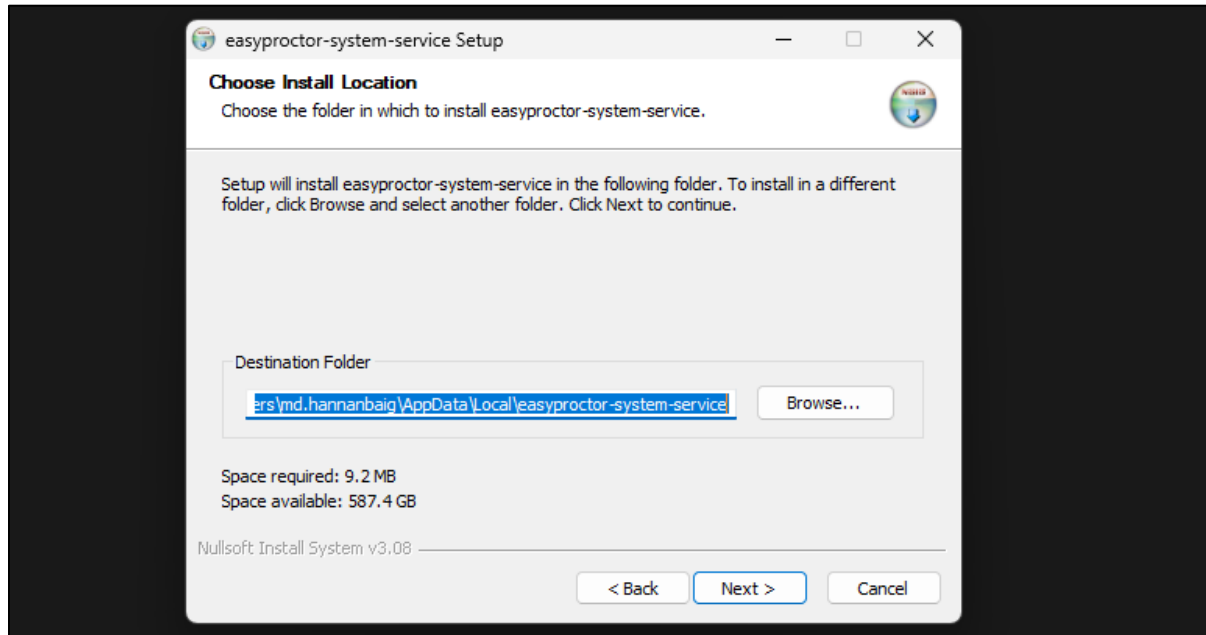
**Step 4:** Click on **Run anyways** button



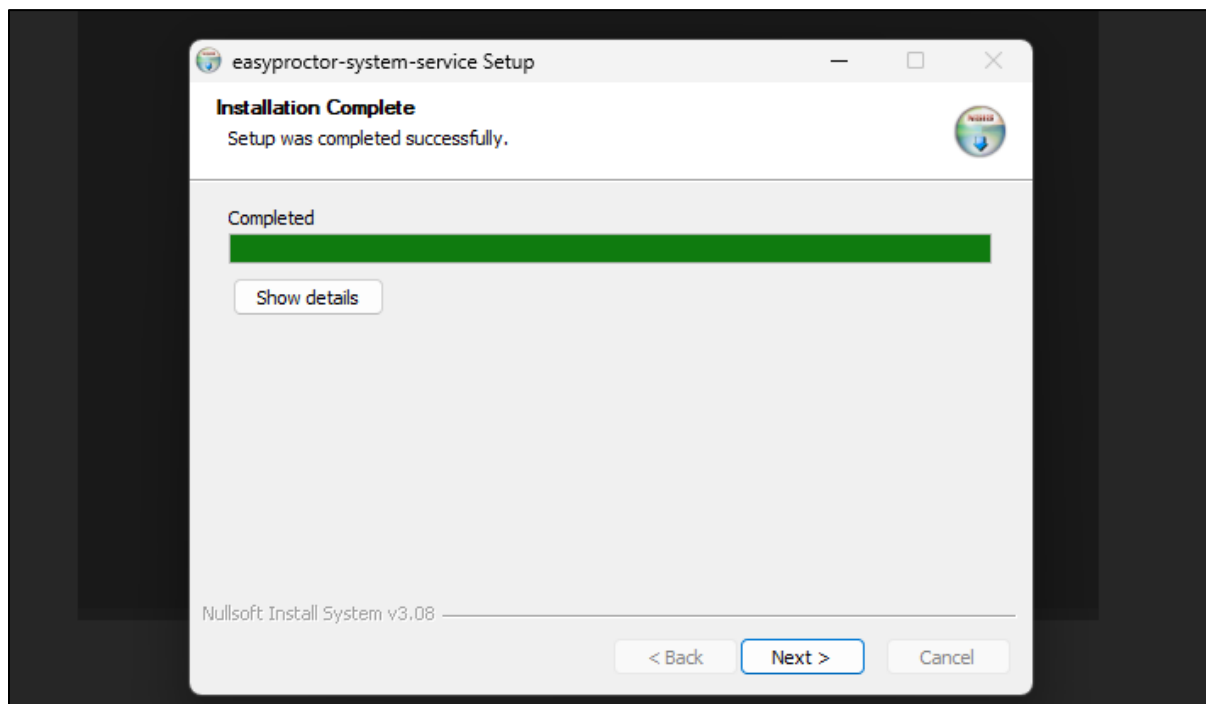
**Step 5:** Click on the **'Next'** button within the wizard window.



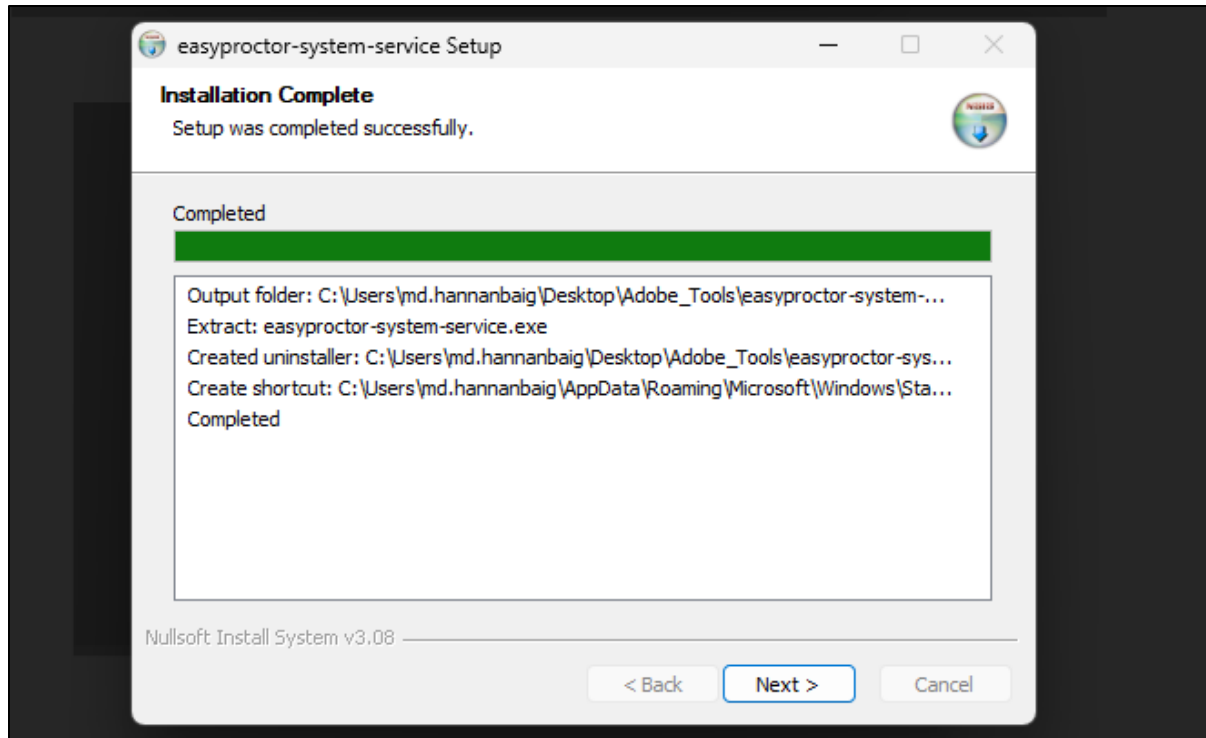
**Step 6:** Choose the folder path by clicking on **Browse** button



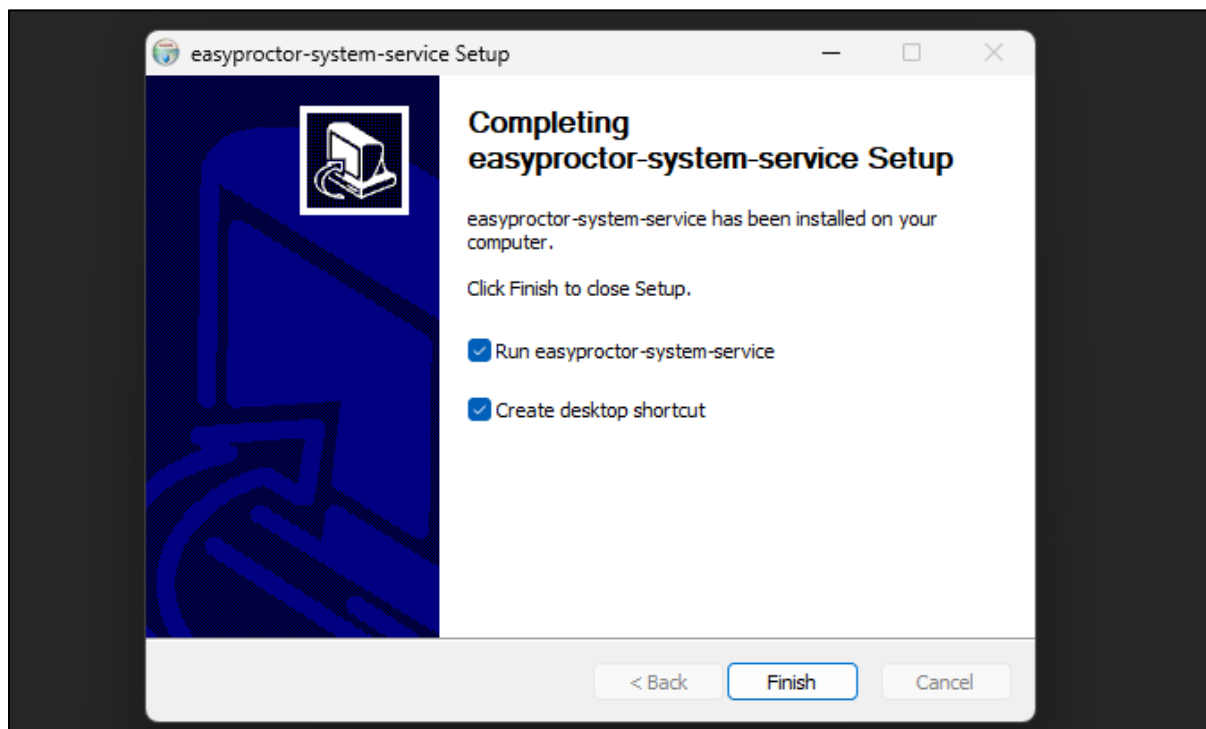
**Step 7:** Click on **Show details** to view the completion report.



Refer to the image below to view Completion report after installation.



**Step 8:** Select the checkboxes based on your requirement and click on **Finish**.



Application will start running in background. When the server is active, its status is shown as **Running** in green text. Refer to the image below.

easyproctor monitoring

Process Tracker

Status: **Running**

Do not close this window until your exam is over, or you will not be able to proceed.

Exam ID: 622

Monday, June 1, 2026 11:20

AD0-E202 Adobe Advertising Cloud DSP Business Practitioner Professional

Status

Exam ID : 622

Monday, June 1, 2026 11:20

Timezone : India Standard Time : 06-01-2026 02:49:53 PM Country : Asia/Calcutta

Welcome to your exam portal

The page refreshes in 25 seconds

Survey

Follow these steps to take your exam

Step 1

Process tracker (Required)

v0.1.0 • 2.08 MB

This monitoring software is required for exam security and must be left running during your exam.

Download process tracker

Step 2

Test your device

This process ensures that your computer has the appropriate software and hardware to complete the exam. It also verifies your identity and assists with exam security.

Launch

Step 3

Begin exam

When you have completed steps 1 and 2, you are ready to begin your exam!

Begin exam

RDP remote tool (Optional)

Provides controlled access to the exam environment. Click on 'Download quick support' from the page to download the tool for installing.

Click to download RDP tool

## Step-2: Pre-Assessment Check

- Prior to the exam, candidates should **launch the application** to verify that it is functioning correctly. For this click on the **Launch** button.

Follow these steps to take your exam

**Step 1**

**Process tracker (Required)**  
v0.1.0 • 2.08 MB

This monitoring software is required for exam security and must be left running during your exam.

[Download process tracker](#)

**Step 2**

**Test your device**

This process ensures that your computer has the appropriate software and hardware to complete the exam. It also verifies your identity and assists with exam security.

[Launch](#)

**Step 3**

**Begin exam**

When you have completed steps 1 and 2, you are ready to begin your exam!

[Begin exam](#)

**RDP remote tool (Optional)**

Provides controlled access to the exam environment. Click on 'Download quick support' from the page to download the tool for installing.

[Click to download RDP tool](#)

- The application must remain **active throughout the entire assessment duration** on the exam day. You will be navigated to the System Requirements page as shown below.

Adobe

Timezone : India Standard Time Time : 06-03-2026 04:29:29 PM Country : Asia/Calcutta

Welcome  
Kiran K

System requirements • Troubleshoot

- Browser & Version
- Operating System
- Camera
- Speaker
- Microphone
- Internet Speed
- Popup Blocker
- Cookies
- Streaming Readiness Verification
- WebGL
- Process Tracker

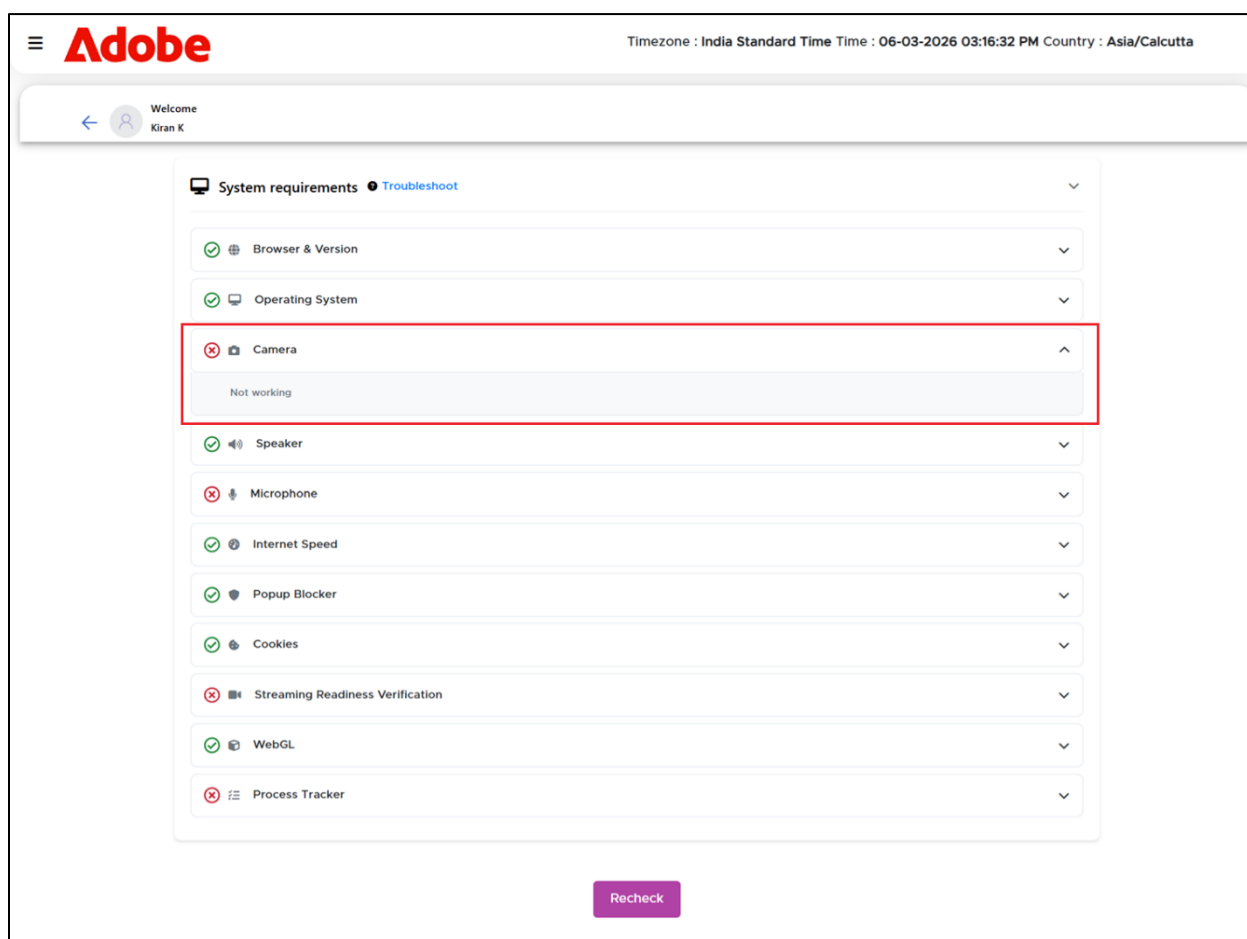
Recheck

The **System Requirements** verifies all essential hardware and network components required for proctoring the assessment.

- Candidates are presented with a **list of pre-requisite checks**, indicating which items have **passed** and which have **failed**.
- This process helps ensure the system is fully compatible and ready for a secure assessment experience.

## Common Reasons for System Requirements Failures

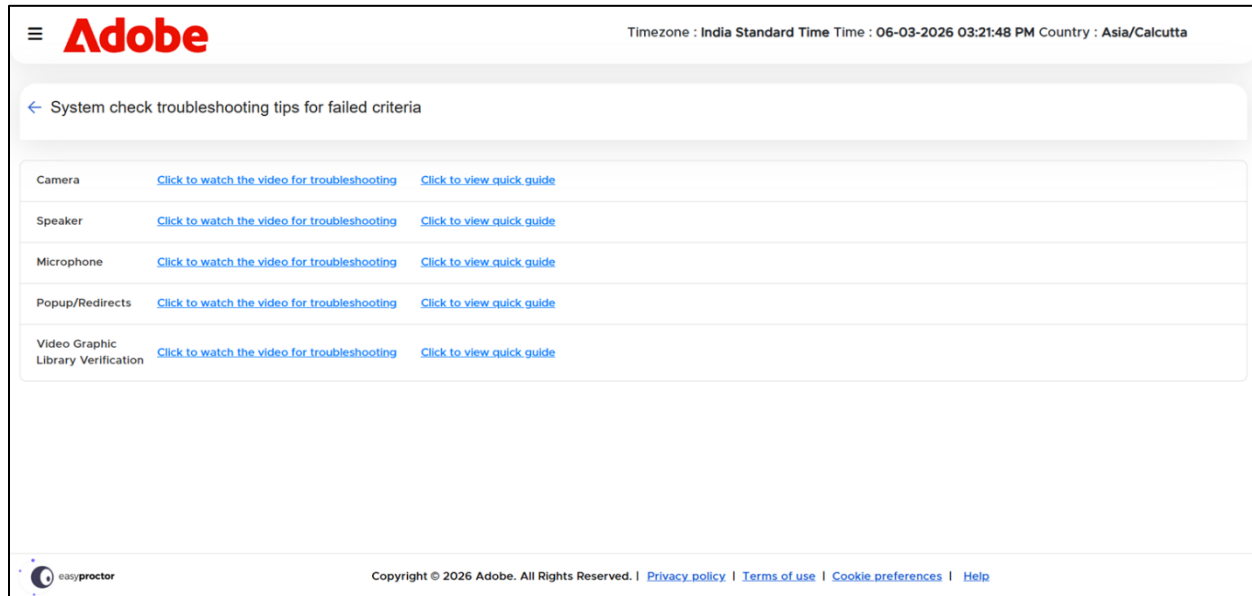
System Requirements failures before a LIVE proctoring exam typically occur due to hardware, software, or connectivity issues that prevent the exam platform from verifying your setup. Click the icon to see why the system requirements failed. Click the  icon to see why the system requirements failed as shown below.



- **Webcam Not Detected or Malfunctioning** - The system cannot access your webcam.
- **Microphone Issues** - Microphone is muted, not connected, or inaccessible.
- **Poor Internet Connectivity** - Unstable or slow internet speed below platform requirements.

- **Unsupported Browser or Outdated Version** - Using a browser that's not compatible (e.g., Internet Explorer) or running an outdated version of Chrome, Firefox, or Edge.
- **Blocked Permissions** - Camera, microphone, or screen sharing permissions are denied.
- **Background Applications Running** - Apps like Zoom, Teams, or screen recorders interfere with proctoring tools.

Click on the [Troubleshoot](#) link to access the **System check troubleshooting tips for failed scenarios**. Refer to the image below.



[\*\*\*Having technical trouble? Click here for Step-by-Step Troubleshooting Instructions\*\*\*](#)

The screenshot shows the Adobe EasyProctor interface. At the top, the Adobe logo is on the left, and the text 'Timezone : India Standard Time Time : 06-01-2026 12:27:21 PM Country : Asia/Calcutta' is on the right. Below the header, a welcome message 'Welcome Kiran Kumar Kasaram' is displayed with a back arrow and a user icon. The main content area is titled 'System requirements' with a 'Troubleshoot' link. It contains a list of 11 system checks, each with a green checkmark icon and a dropdown arrow: Browser & Version, Operating System, Camera, Speaker, Microphone, Internet Speed, Popup Blocker, Cookies, Streaming Readiness Verification, Video Graphic Library Verification, and Process tracker. A green banner at the bottom of the list states: 'You can start the exam now as you have completed the system check. Kindly ensure all checks are green.' Below this banner is a purple 'Home' button. The footer includes the EasyProctor logo, copyright information 'Copyright © 2026 Adobe. All Rights Reserved.', and links for 'Privacy policy', 'Terms of use', 'Cookie preferences', and 'Help'.

Adobe

Timezone : India Standard Time Time : 06-01-2026 12:27:21 PM Country : Asia/Calcutta

Welcome  
Kiran Kumar Kasaram

System requirements [Troubleshoot](#)

- Browser & Version
- Operating System
- Camera
- Speaker
- Microphone
- Internet Speed
- Popup Blocker
- Cookies
- Streaming Readiness Verification
- Video Graphic Library Verification
- Process tracker

You can start the exam now as you have completed the system check. Kindly ensure all checks are green.

Home

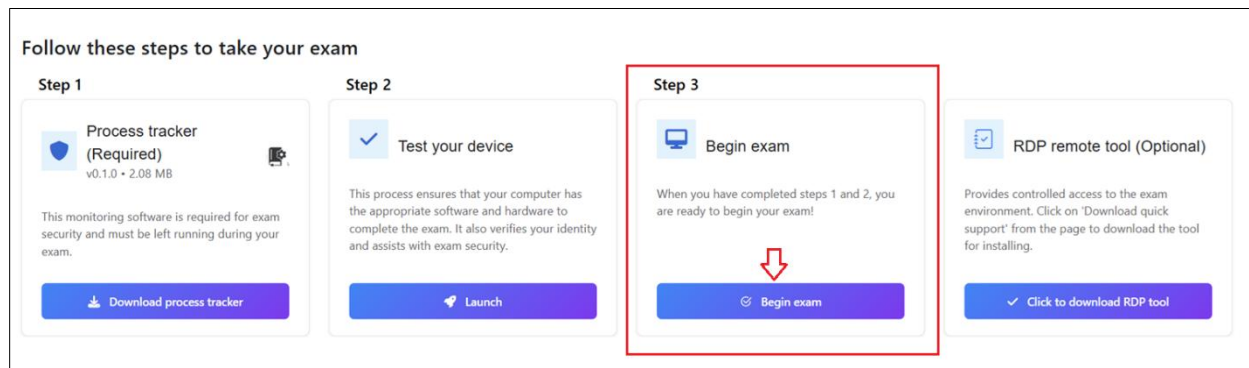
easyproctor

Copyright © 2026 Adobe. All Rights Reserved. | [Privacy policy](#) | [Terms of use](#) | [Cookie preferences](#) | [Help](#)

Click on the **Home** button to navigate to Assessment Dashboard portal.

## Step-3: Begin Exam

Once you have successfully completed the Process Tracker download and the system launch checks, you can proceed to the **Begin Exam** stage.



In this step, the system verifies that all required conditions are fulfilled, including acceptance of the user agreement, completion of system checks, photo ID and headshot verification, as well as room video capture. Once these validations are successfully completed, you can proceed to begin the exam.

## Exam Day Checklist

- Click the **Begin Exam** button to navigate to the **User Agreement** page.

Timezone : India Standard Time Time : 06-01-2026 04:03:07 PM Country : Asia/Calcutta

Welcome  
Kiran Kumar Kasaram

User Agreement

System Check

Photo ID & Headshot

Room Video

Begin Exam

Read all the points and agree on the terms before clicking on the next button.

Please read this Agreement carefully before using the Service. By accessing or using the Service, you agree to be bound by the terms and conditions of this Agreement.

**1. Acceptance of Terms**

By accessing or using the Service, you agree to comply with and be bound by this Agreement. If you do not agree to this Agreement, do not access or use the Service.

**2. Description of Service**

The Service provides an online assessment platform that includes proctoring features to ensure the integrity of the assessment process. The proctoring features include, but are not limited to:

**Candidate Photo ID:** Verification of the candidate's identity using a government-issued photo ID.

**Candidate Headshot:** Capture of the candidate's headshot during the assessment.

**Candidate Room Sweep Scan:** Visual inspection of the candidate's room to ensure there are no unauthorized materials or individuals present.

**Software Running in Background Scan:** Detection of any software running in the background that could potentially aid in cheating.

**Candidate System Scan:** Verification of the candidate's system, including:

**Camera Check:** Ensuring the camera is functional and active.

**Microphone Check:** Ensuring the microphone is functional and active.

**Speaker Check:** Ensuring the speakers are functional and active.

**GeoLocation Check:** Verification of the candidate's geographic location.

**Cookies:** Use of cookies to enhance the user experience and ensure the integrity of the assessment.

**Internet Speed:** Monitoring of internet speed to ensure a stable connection.

**Pop-up Blocker:** Verification that pop-up blockers are enabled to ensure uninterrupted access to the assessment.

**3. User Consent**

By using the Service, you consent to the collection, use, and storage of the following information:

Personal Information: Your name, photo ID, and headshot.

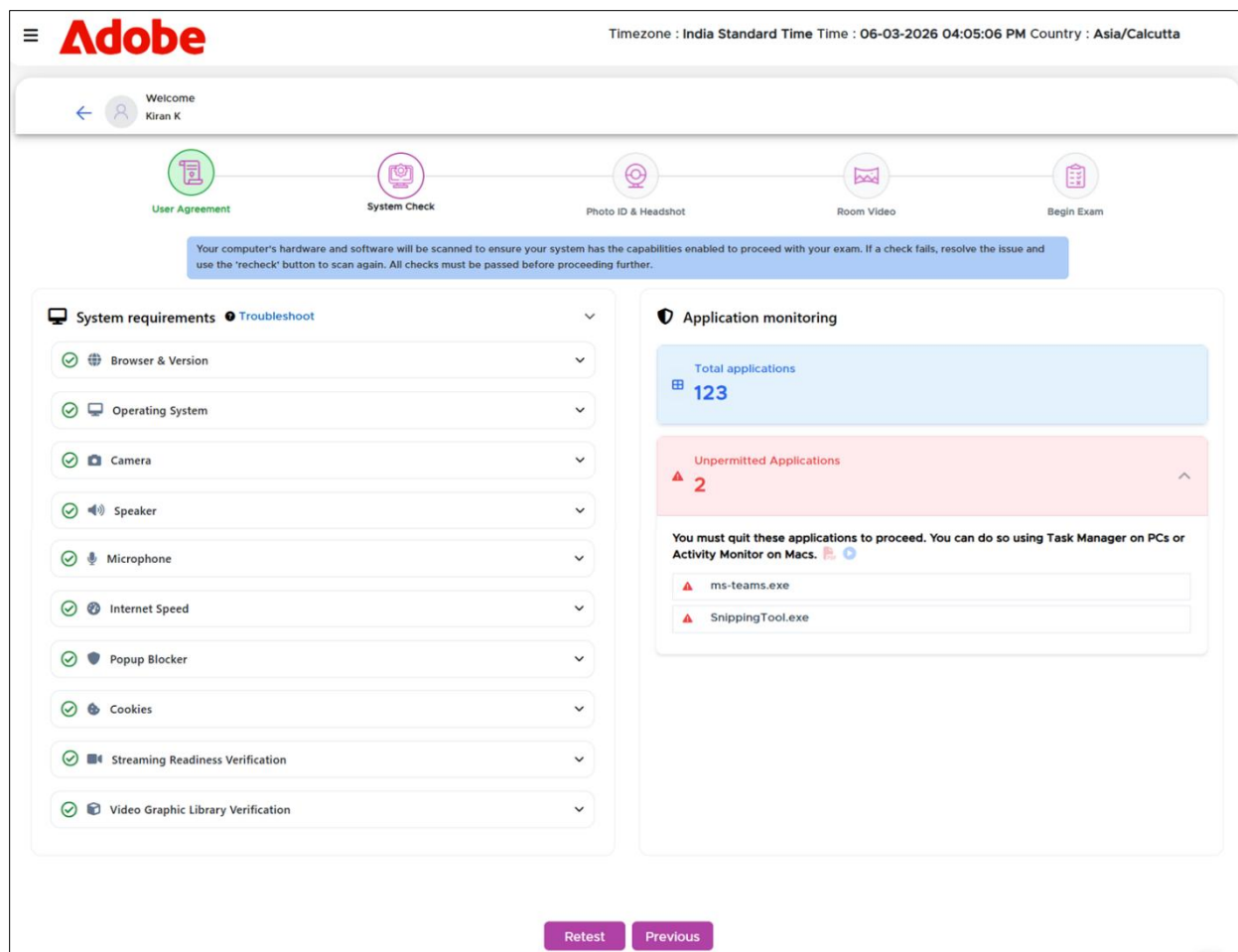
[Read more](#)

☐ I have read and agree with the privacy policy

Next

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- Before proceeding, candidates must **read and accept the disclaimer agreement** presented on screen. The **Next** button will remain disabled until the candidate **checks the acceptance box** confirming they have read and agreed to the terms. Click **Next** to navigate to **System Requirements** screen.



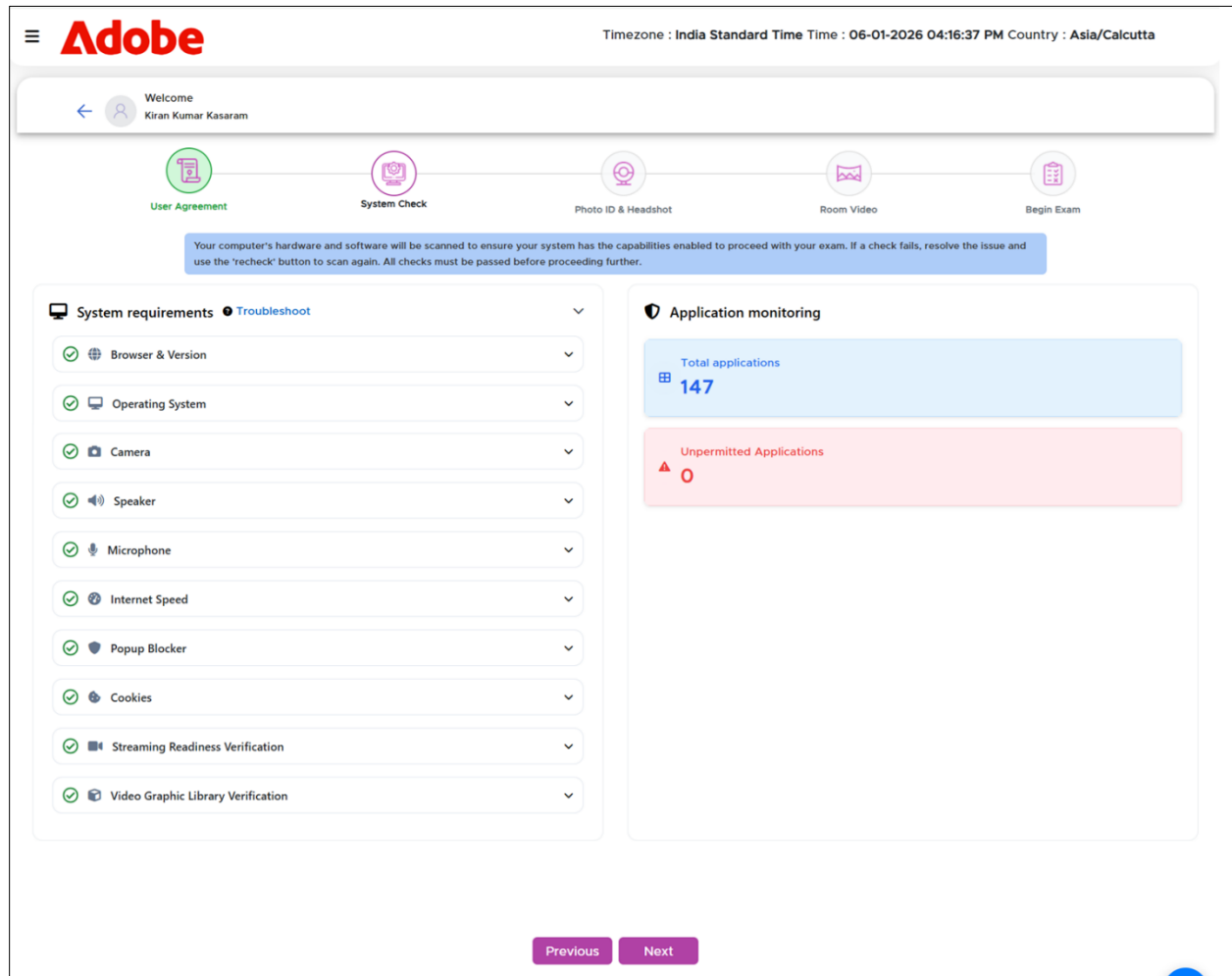
- The right-hand panel displays both the applications currently running and those flagged as unpermitted. The figure shown in the red section indicates the total count of unpermitted applications, which are considered unsafe for online assessments.
- Candidates are shown a list of prerequisite checks that must be reviewed before starting the assessment. This process helps ensure the system is fully compatible and ready for a secure assessment experience.

### Steps to close unpermitted applications from Task manager?

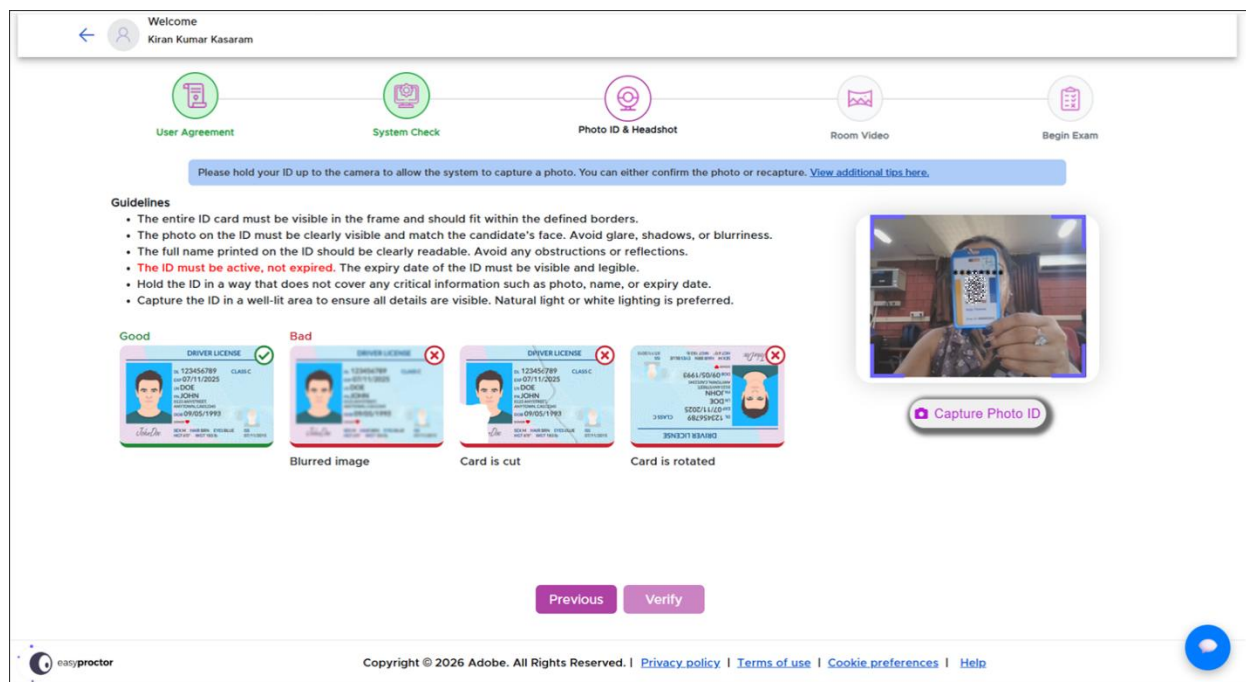
On the right-hand side, you can view the list of all running applications, including those marked as unpermitted. The number shown in the red section indicates the total count of unpermitted applications, which are considered unsafe for online assessments.

- Open Task manager by pushing **CTRL+ALT+DEL** or **CTRL+SHIFT+ESC**
- Search for the applications listed within Unpermitted Application section. (Ex. Snipping Tool)
- Right click on the process for having the options to end the task
- Click on **'End Task'**

- Repeat the same step for all the process until it displays 0 within the unpermitted section.
- Once all unpermitted applications have been closed, the process tracker will display '0'. You can then proceed to the next step, which involves capturing your Photo ID and headshot.



- Click on the **Next** button to navigate to the **Photo ID & Headshot verification** screen.



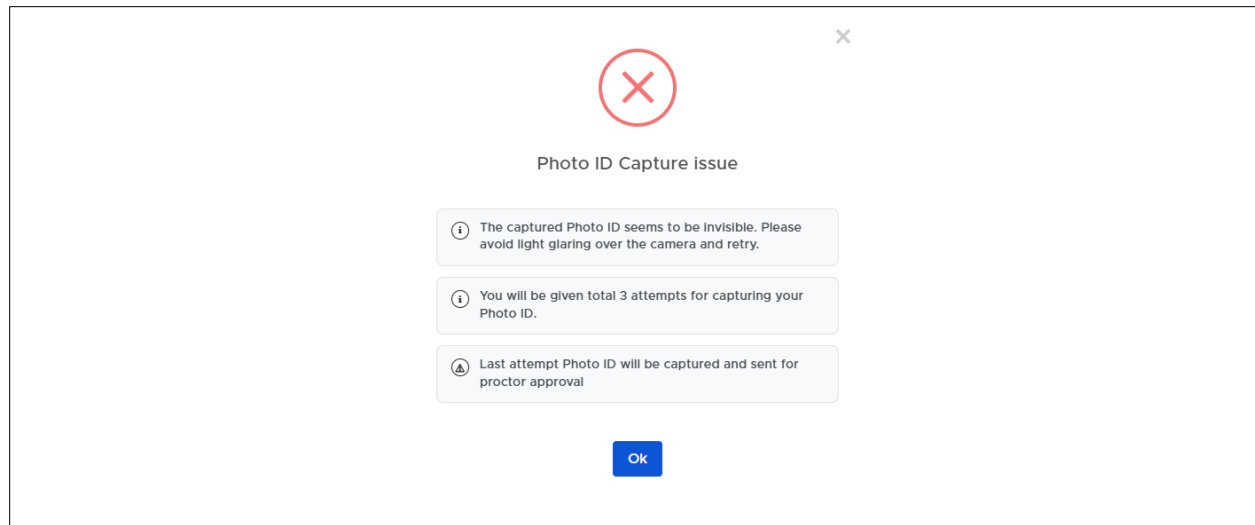
- First, you need to show your **Photo ID** and allow the system to capture your photo ID by clicking on the **Capture Photo ID** button.



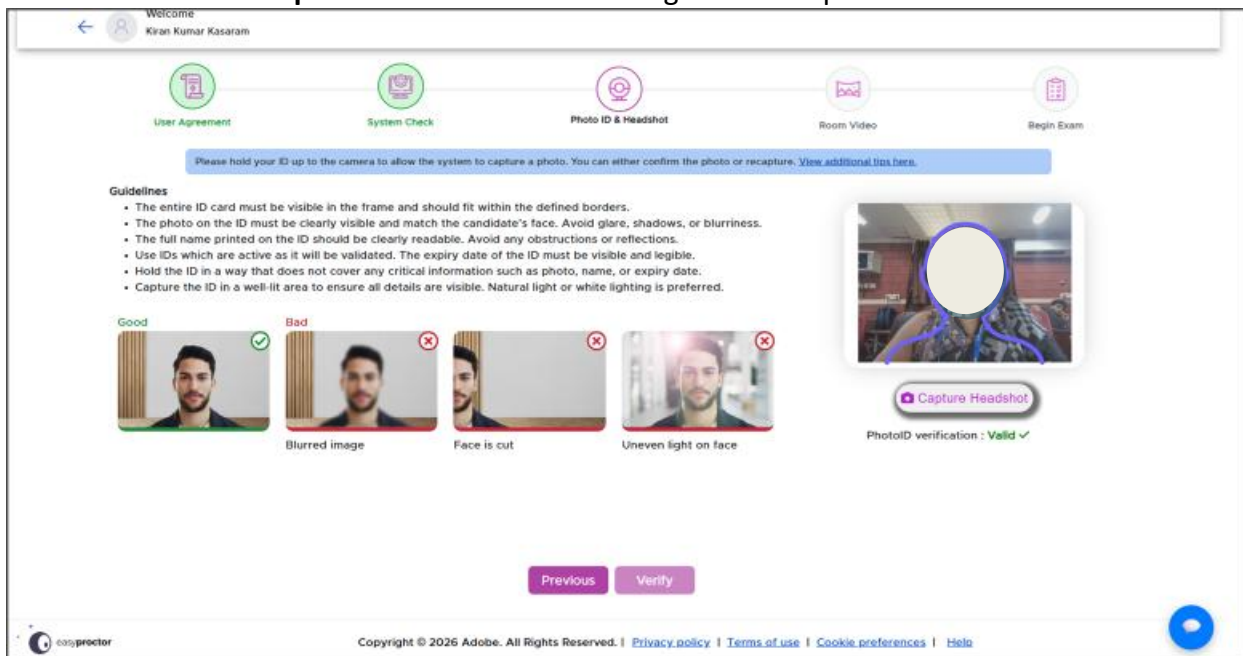
***You have up to three attempts to recapture your photo ID, but only one attempt is allowed to capture your headshot. Please ensure both are clear and accurate before proceeding.***

## What Happens During a Photo Capture Issue?

In a proctored exam setting, identity verification typically involves capturing a clear image of your Photo ID using your device's camera. If the system detects that the ID is not visible—often due to glare, poor lighting, or incorrect positioning—it triggers an error message like the one below.

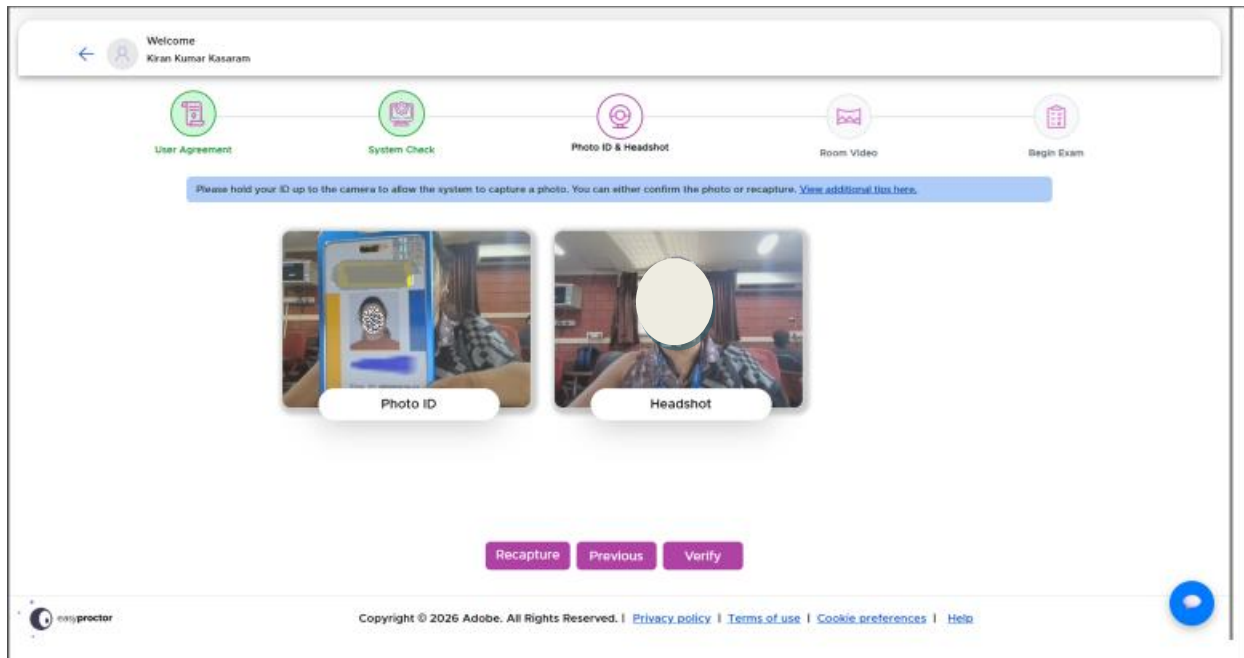


- Click the **OK** button to acknowledge the message and proceed to the next attempt.  
[View the instructions for Photo ID submission by clicking here](#)
- Redirecting back to the headshot and photo ID screen, you need to capture the headshot.
- Click on the **Capture Headshot** and the image will be captured.

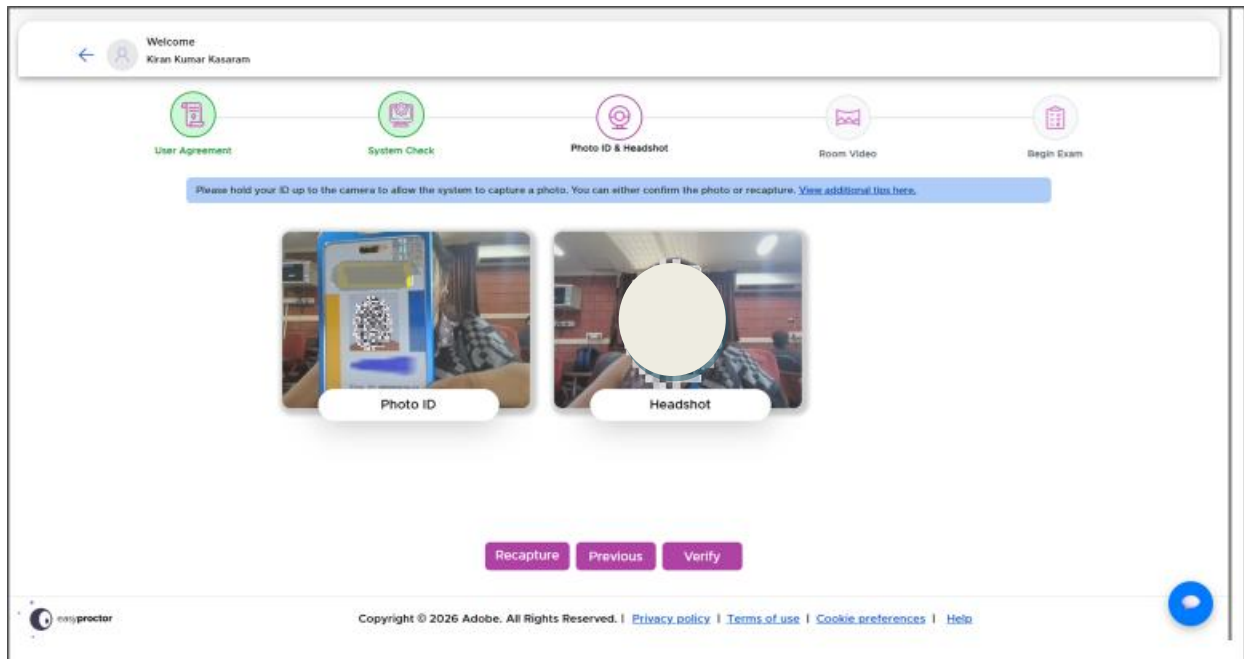


- Here you can **view the photo ID and Headshot captures**.  
[View the instructions for headshot submission by clicking here](#)

- When you click the **Verification** button, the system navigates to the verification screen, displaying the ID status along with the extracted ID details. You can refer to the image below for visual guidance.



- The verification process includes checks for **photo comparison status**, **legal name status**, and **photo ID validity**.
- If the headshot does not match the photo ID, the system will display a status of **Not Matched**.



- It also verifies whether the provided photo ID is valid and whether the legal name matches the ID.
- If any of these checks fail, you can retake the photo ID and headshot by clicking the **Recapture** button.
- To proceed, click the **Next** button to navigate to the **Room Video** capture screen.

Welcome  
Kiran Kumar Kasaram

User Agreement System Check Photo ID & Headshot Room Video Begin Exam

Follow the steps below slowly and steadily  
Slowly rotate your laptop towards the left side of your room.  
Slowly rotate your laptop towards the right side of your room.  
Tilt your camera upwards to show the ceiling of your room.  
Tilt your camera downwards to show the floor area.  
Place your laptop back on your desk in a stable position.  
Make sure your face is clearly visible and centered in the frame

Additional Tips  
Ensure adequate lighting in the room.  
Remove any study materials, electronic devices, or notes from the visible area.  
Avoid having other people in the room during the scan and assessment.  
Make sure your internet connection is stable before starting.

Start Recording

0:00 / 1:44

Video: A short demo video showing how to capture room video.  
Captions are available in English.

Note : The Room/Space video records for a duration of 1 minute, and after 1 minute it automatically stops.

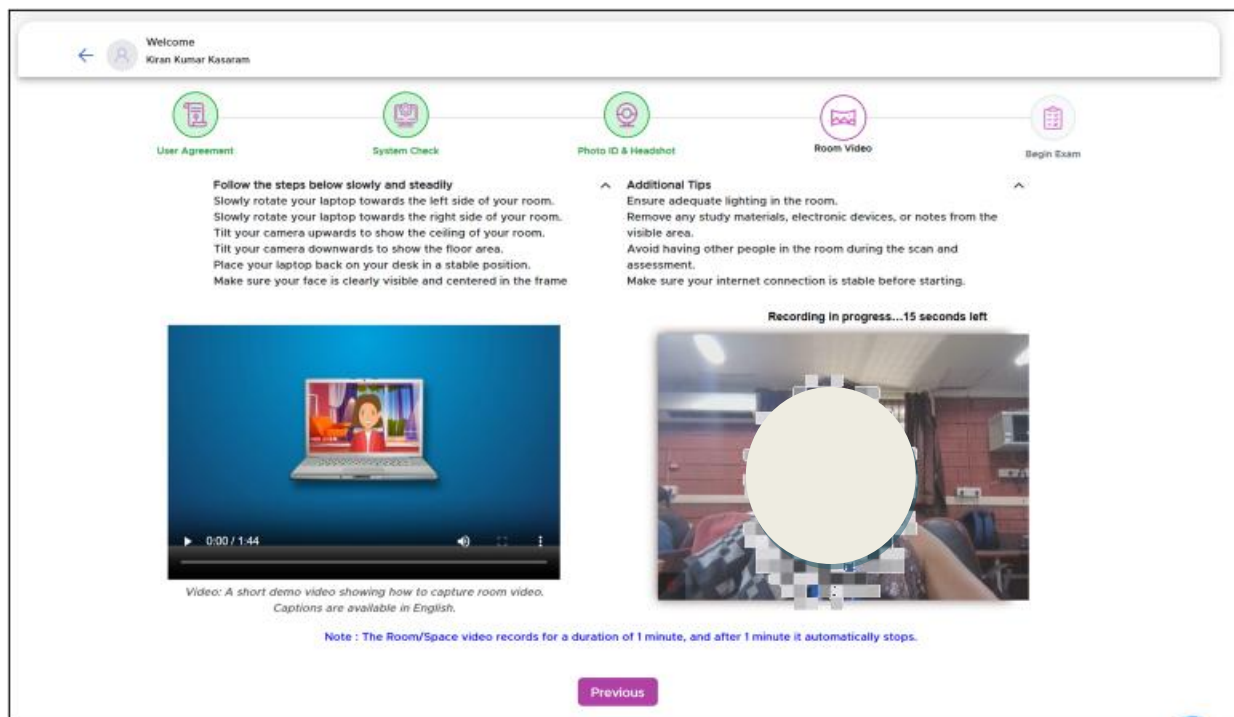
Previous

easyproctor

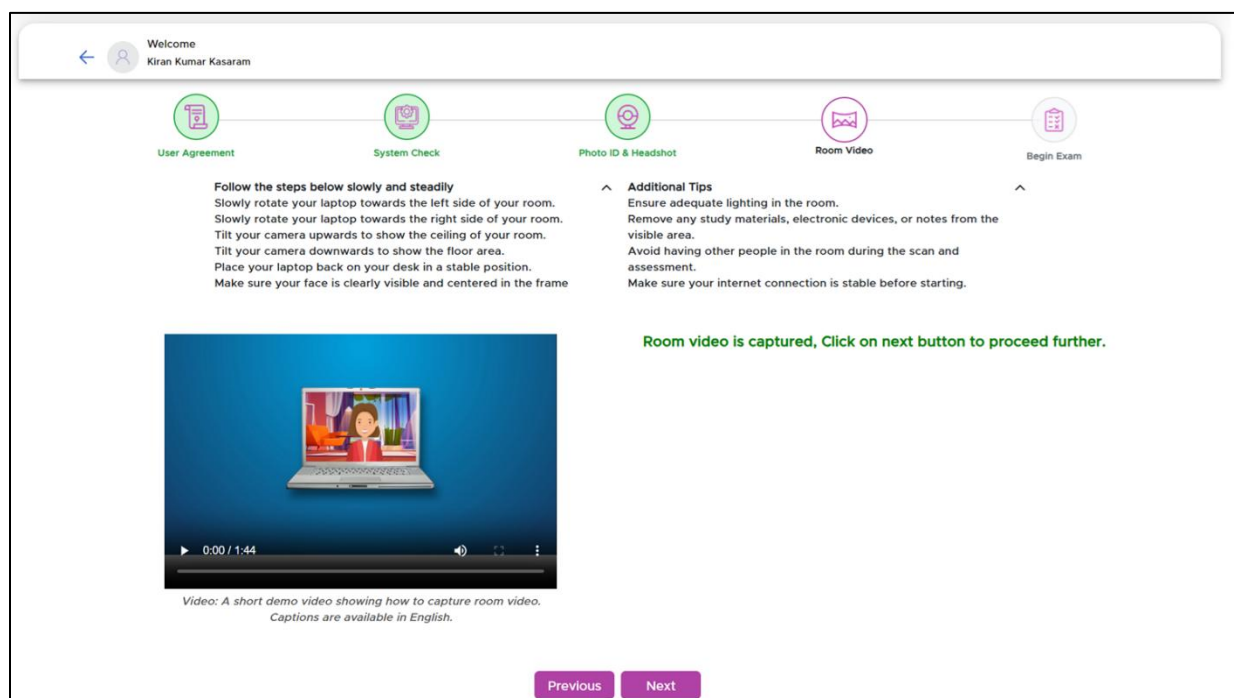
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- For ensuring secure and fair test-taking, the system will capture the video of your room. This helps the proctor to understand the environment of the candidate. You need to rotate your system to capture the room space.
- The system will automatically start capturing the video of your room for 1 minute and after 1 minute, the video capturing will end automatically.

### [Guidelines for Room Scan](#)



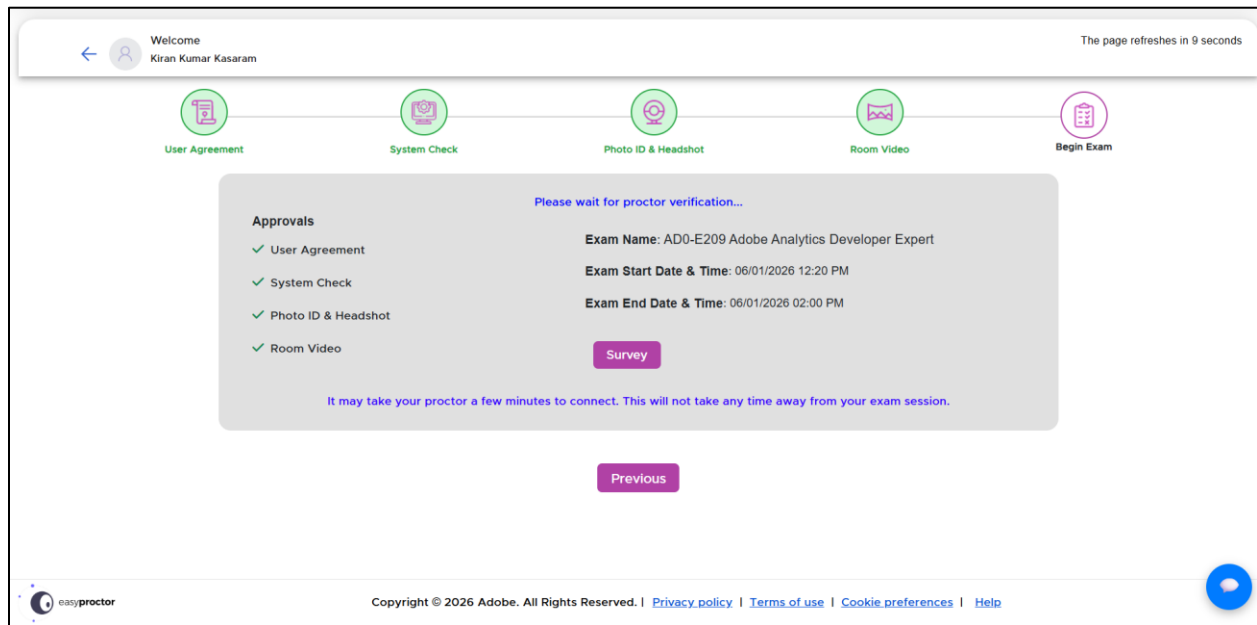
- Once the room video has been captured, an inline message appears stating **Room video is captured**. Click the **Next** button to continue with the exam.



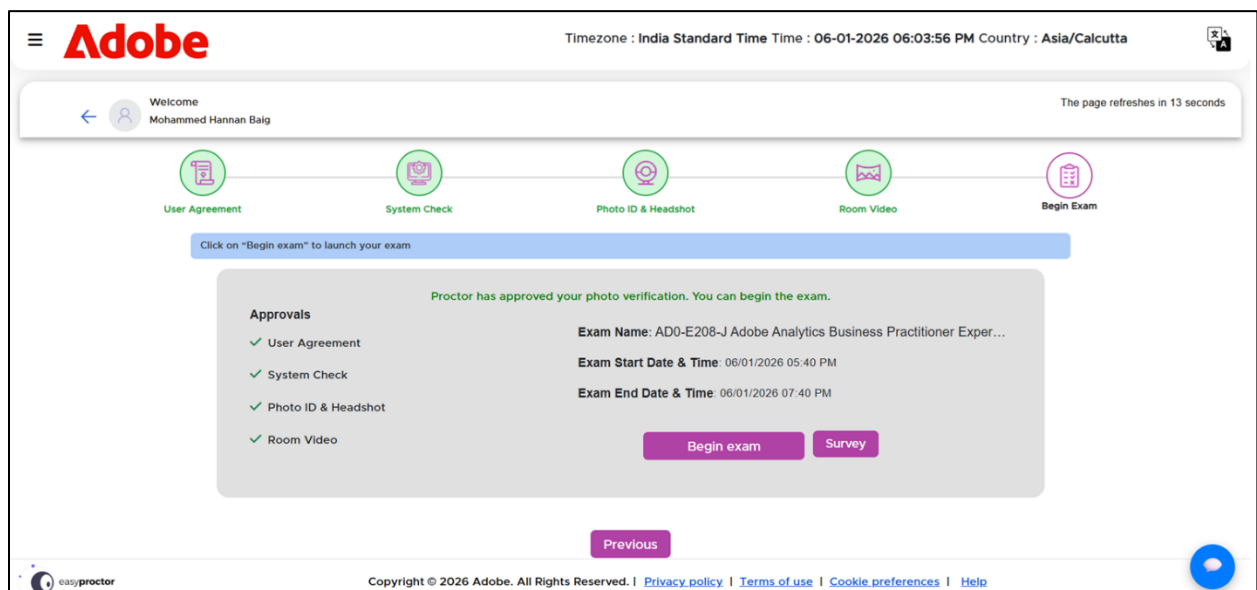
- Click on the **Next** button, to navigate to Begin Exam screen.

The AI system will automatically compare your **Photo ID** with your **headshot**, and extract key details such as your **legal name** from the ID. The captured details are then cross verified with the information already stored in the application to ensure accuracy and consistency.

After the candidate submits their **photo ID**, **headshot**, and **room video**, the proctor will review and approve the verification. During this review period, an inline message will appear stating: **“Please wait for proctor verification.”**



Once the proctor completes the verification, the **Begin Exam** button will become visible, allowing the candidate to proceed.





*Even if you complete the pre-assessment checks ahead of the scheduled time and the Take Exam button is visible, you will not be able to begin the test until the scheduled start time.*

## Survey Option

A **Survey** button is available, allowing you to provide feedback on the overall experience. When the **Survey** button is clicked, a feedback pop-up titled **Rate your Session** appears, like the one shown in the image.

This popup allows users to evaluate their overall experience and provide feedback.

- **Overall Experience Rating**

Users can select a rating from **1 to 5**, where:

- **1** = Very poor experience
- **5** = Excellent experience

- **Detailed Rating Section**

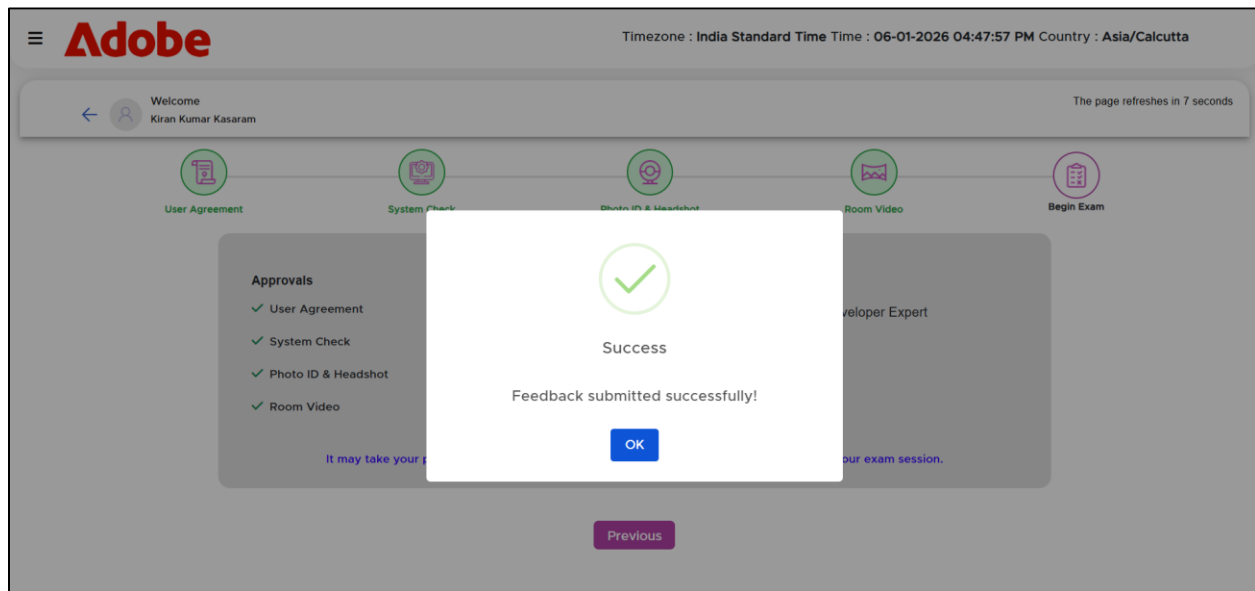
- Users can rate specific aspects using **star icons** (typically 1–5 stars).

- **Feedback Text Box**

- A text area with placeholder **Type here...** you can enter Comments, Suggestions, Issues faced during the session etc.

The screenshot shows a 'Rate your Session' modal window overlaid on a background interface. The modal has a title bar with a close button. Below the title, it asks 'How was your overall experience?' with a rating scale from 1 to 5, where 4 is selected. Under the heading 'Please rate', there are five items, each with a star rating: 'Registration And Scheduling Of Test' (4 stars), 'System Readiness Instruction And Process' (4 stars), 'Check-in Process' (5 stars), 'Communication With Proctor' (4 stars), and 'Proctor Approval' (5 stars). At the bottom, there is a text input field labeled 'Share us your feedback' containing the text 'Satisfied and Happy'. Below the input field are two buttons: 'Skip' and 'Submit'.

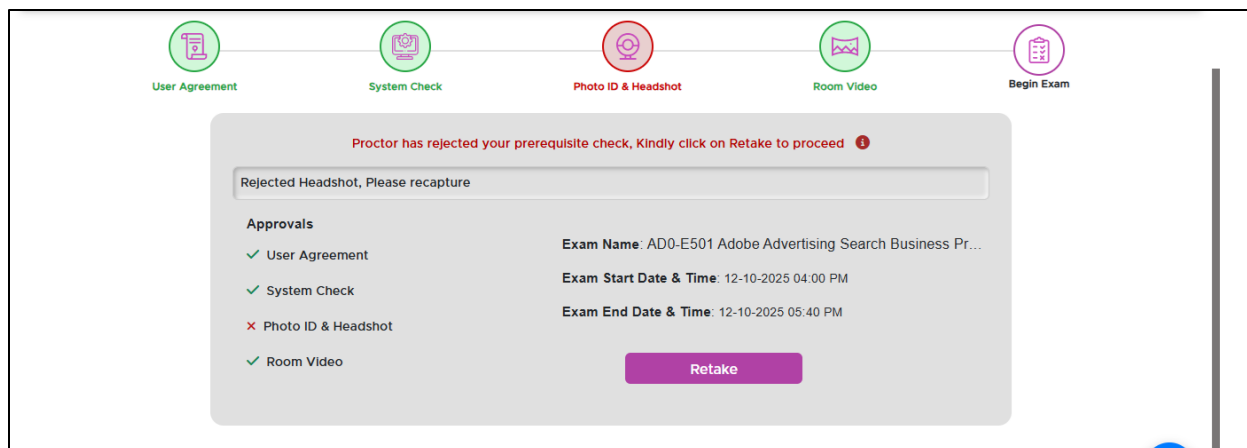
You can either submit or skip the survey. To skip the survey, click the **Skip** button. After providing your feedback, click the **Submit** button. A success message will then be displayed on the screen, as shown below.



### What happens if the proctor rejects your prerequisite check?

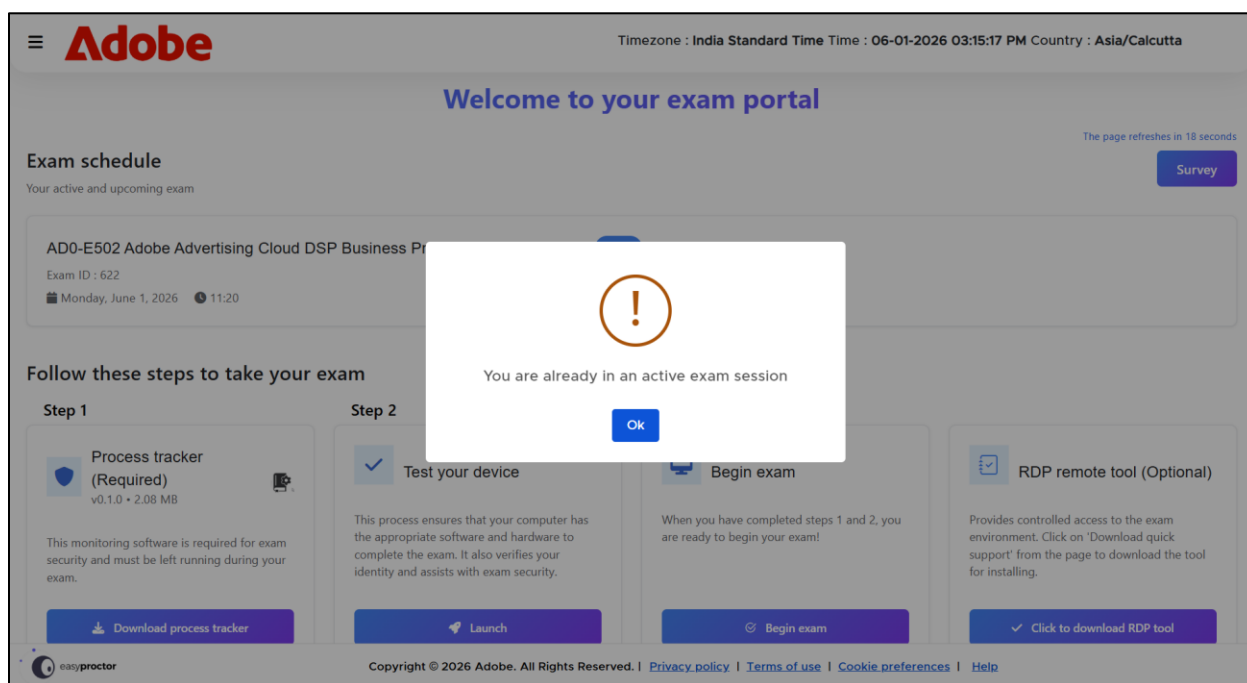
If the proctor rejects your prerequisite check and asks you to retake or recheck it, the screen will display a warning message. The **rejected prerequisite will be highlighted in red**.

The example image below illustrates how this appears when the proctor rejects your photo ID and headshot capture.



Click the **Retake** button to proceed. Once the proctor completes and approves the verification process, you can continue with the exam.

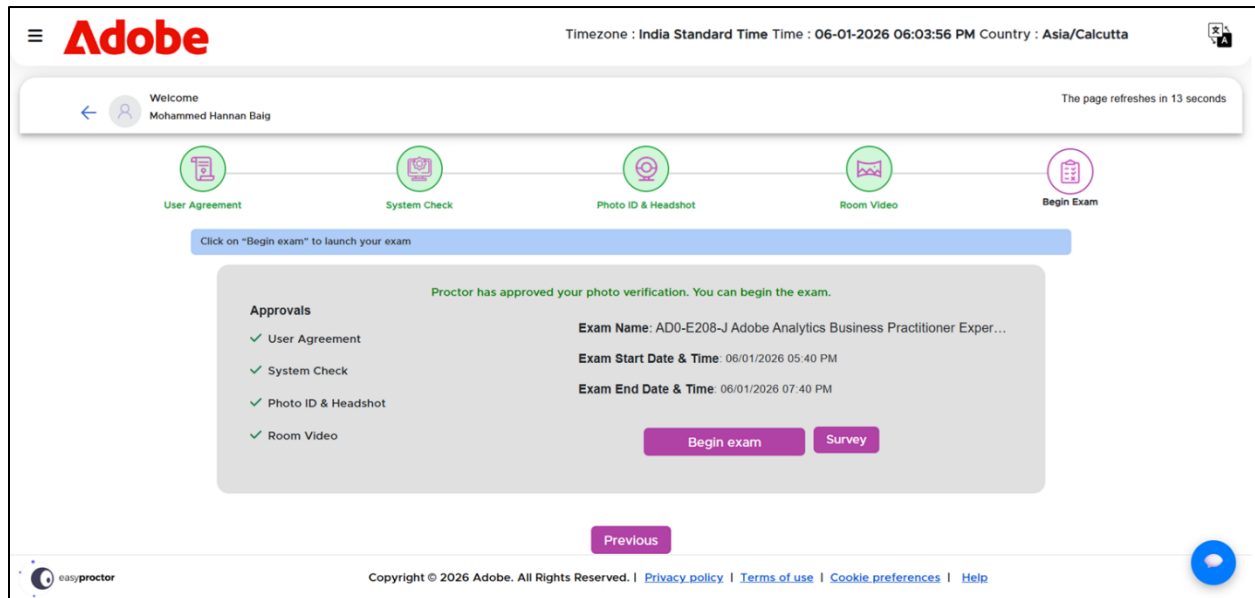
If you have already started the exam, or if an exam session is still active (for example, in another browser tab, window, or device), a pop-up message will appear stating: **You are already in an active exam session.**



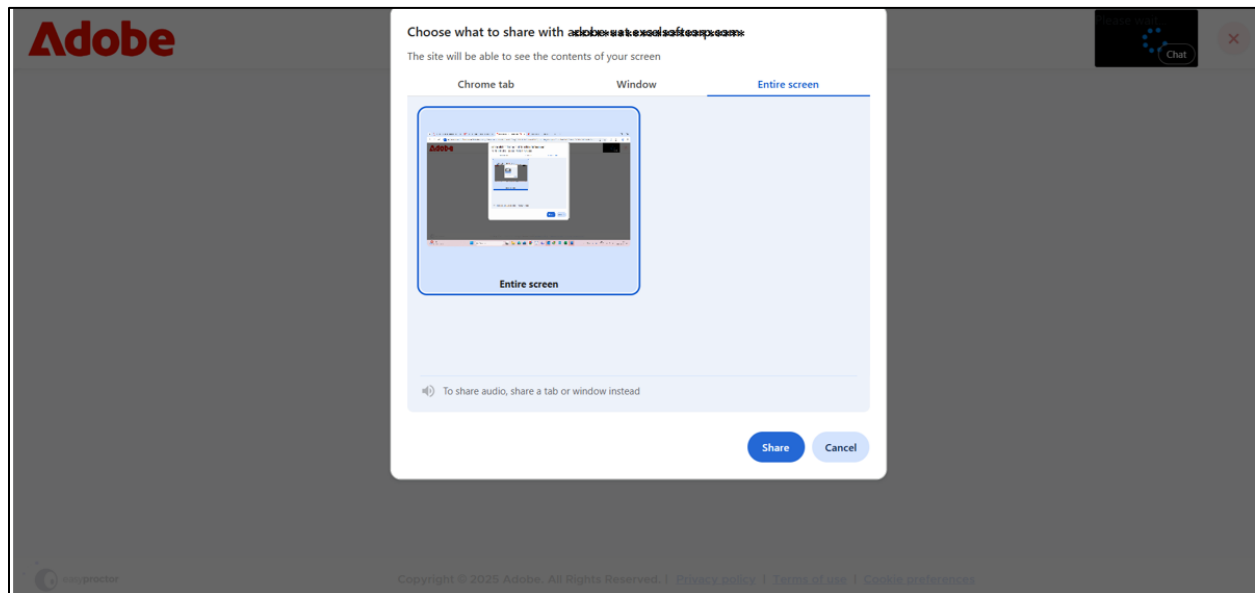
Click **OK** to close the message. This ensures that only one active session is maintained for the exam and prevents multiple simultaneous sessions.

## Proceed to Exam

To proceed with the exam, click on the **Begin exam** button.



After clicking on **Begin Exam** button, the screen share options page will appear.

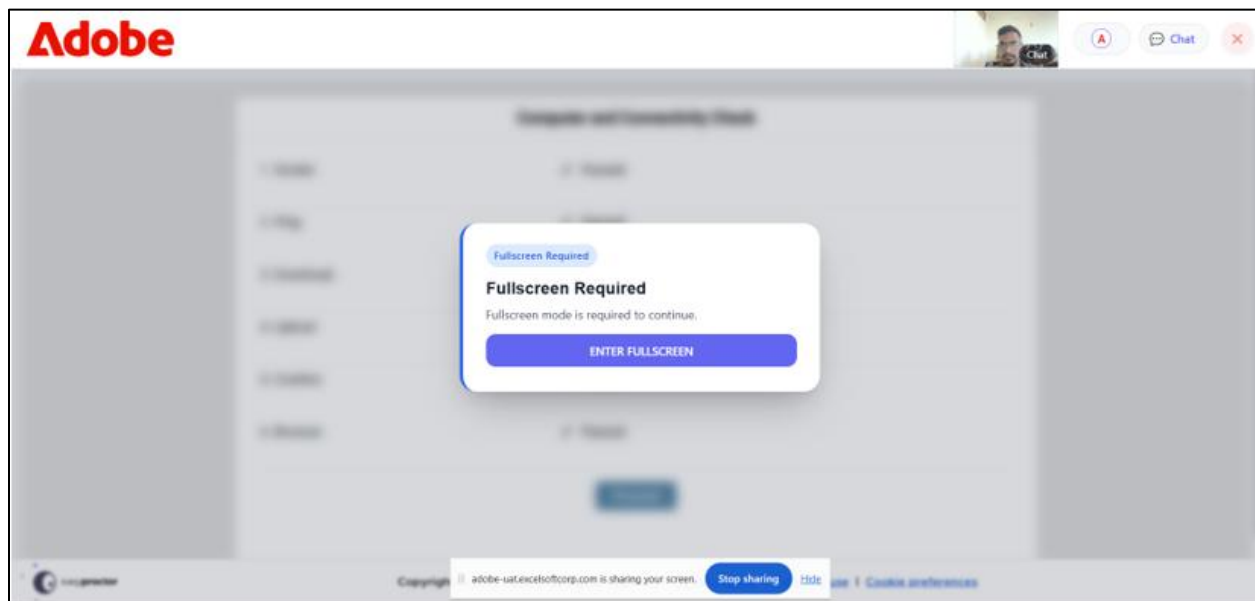


Select the screen or window you wish to share, then click **Share** to continue.

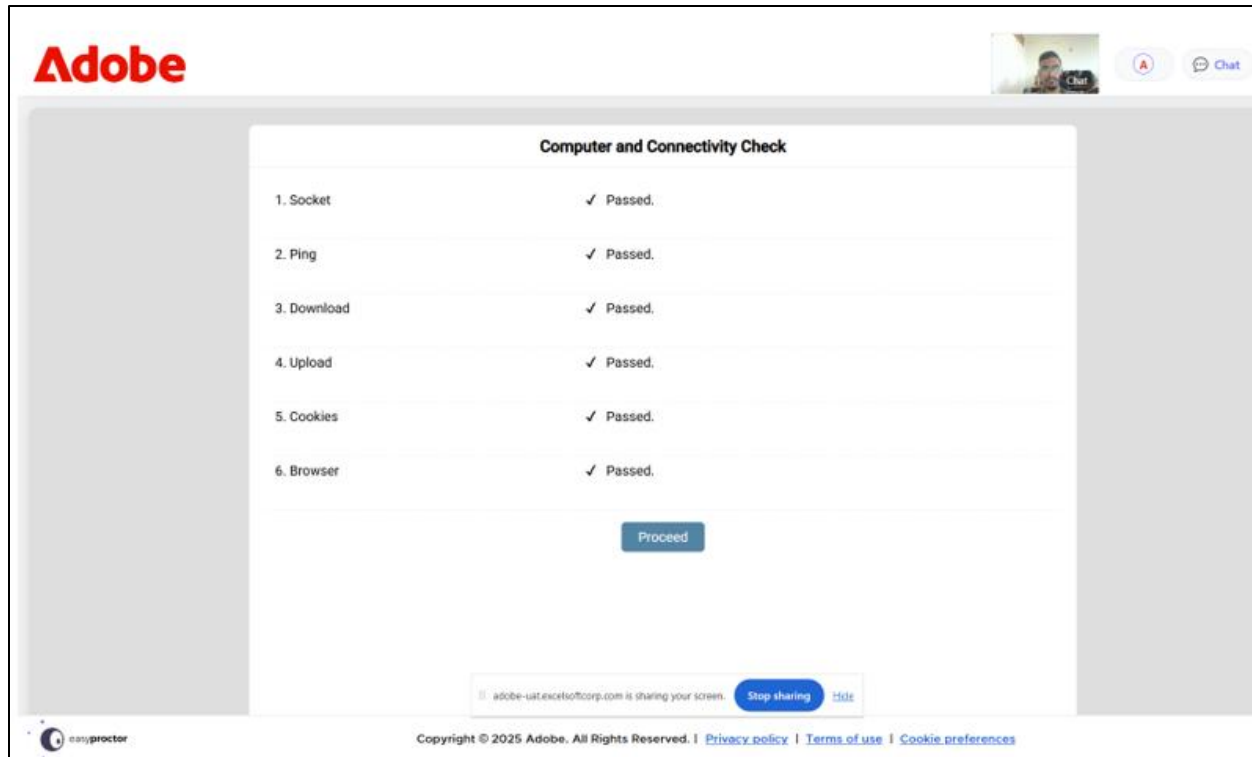
**What is the impact of clicking the 'Stop Sharing' button during a LIVE proctored exam?**

Screen sharing is a mandatory requirement during a LIVE proctored exam. If the candidate clicks the **Stop Sharing** button at the bottom of the screen, the test player will close automatically, resulting in the termination of the exam session.

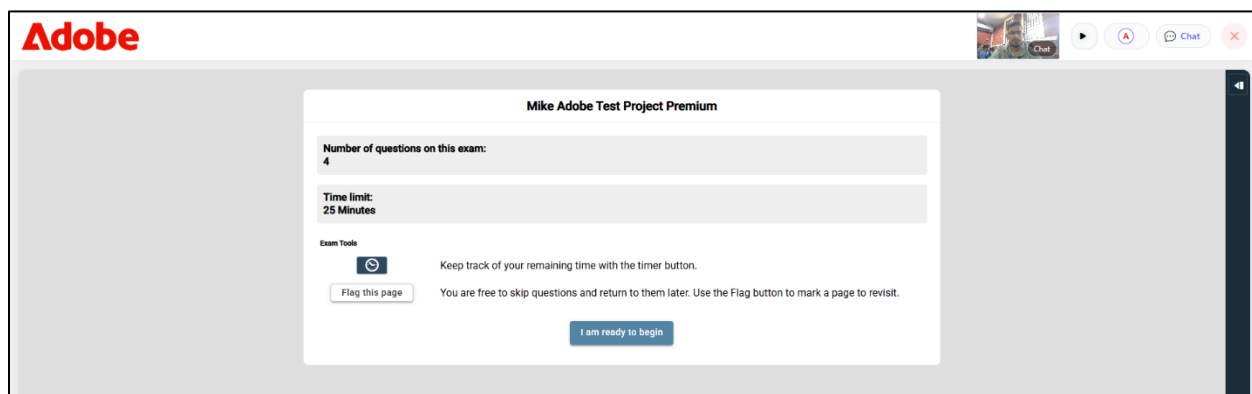
The system will then take you to a screen where you will need to allow full screen access.



Click on the **Enter Fullscreen** button to get the below screen.

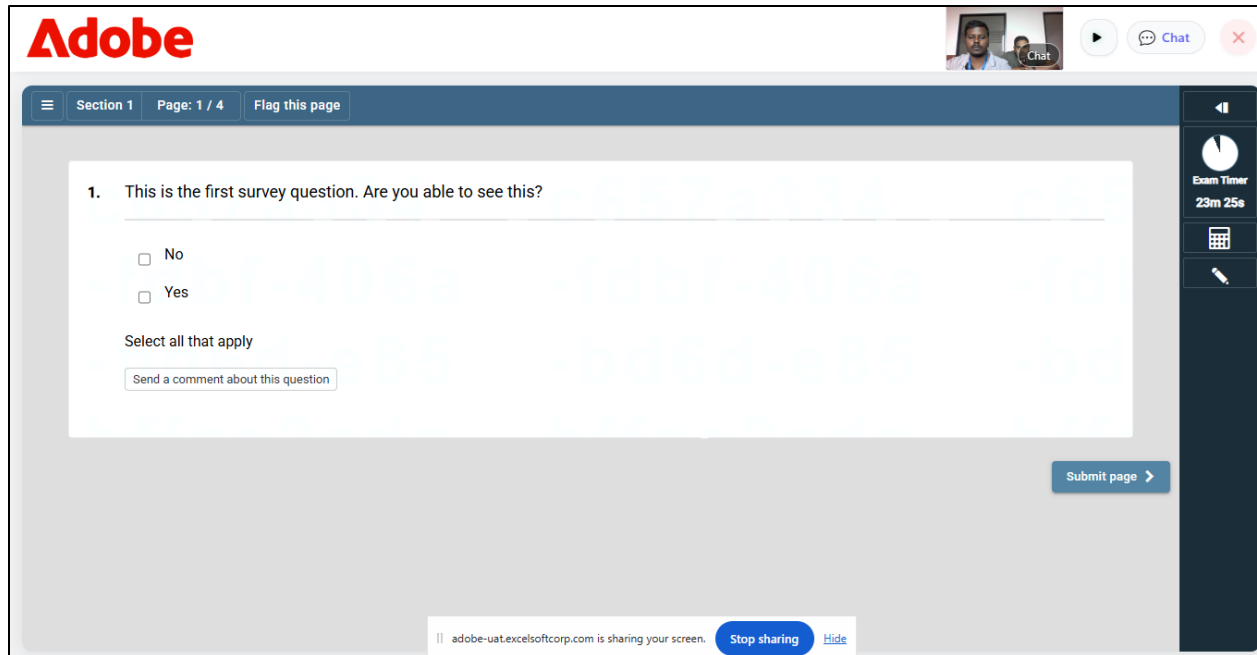


Clicking the **Proceed** button will take you to a confirmation screen, where you will be asked to confirm that you are ready to begin the test

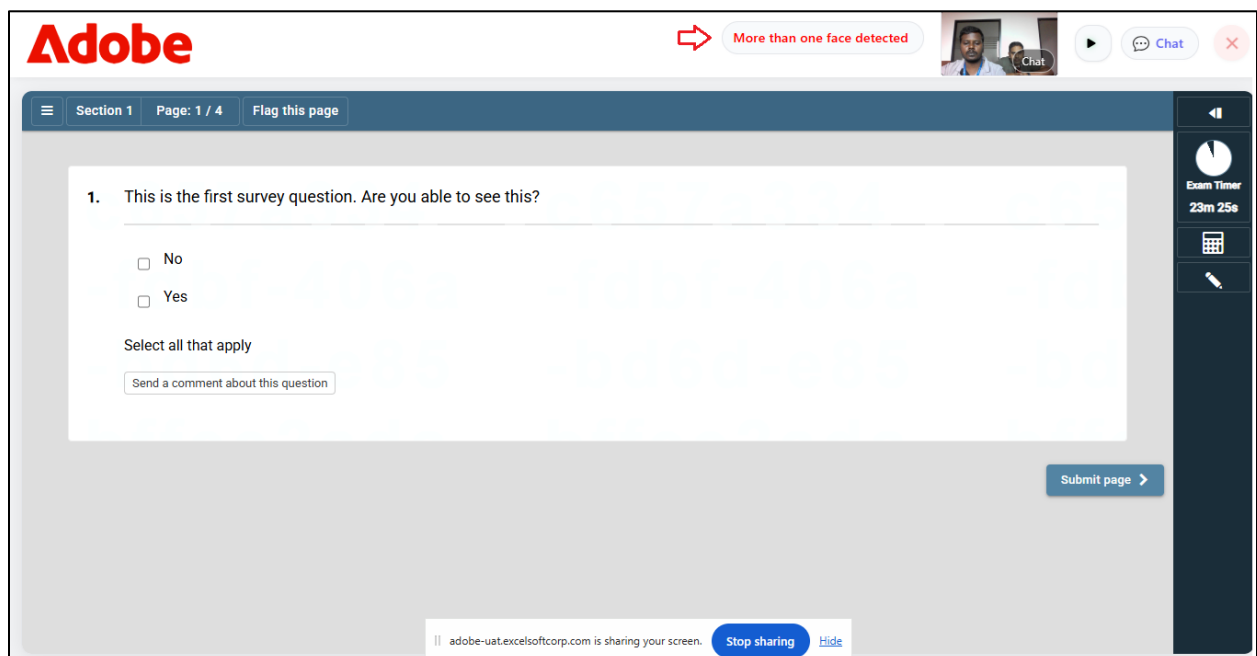


Click **I am ready to begin** will navigates to the test player screen, where the actual test begins as shown below.

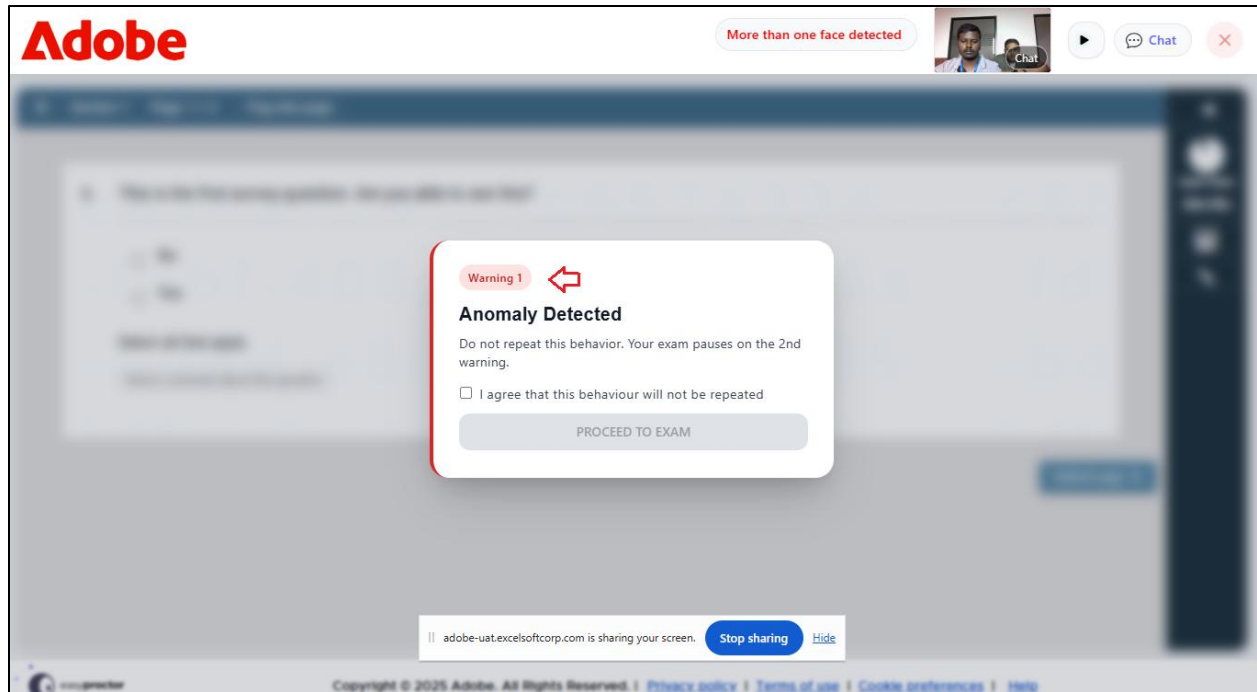
**Note:** Initially test will be in pause state once you launch the test. Wait for Proctor to resume the test. This will take approximately 20-30 seconds max.



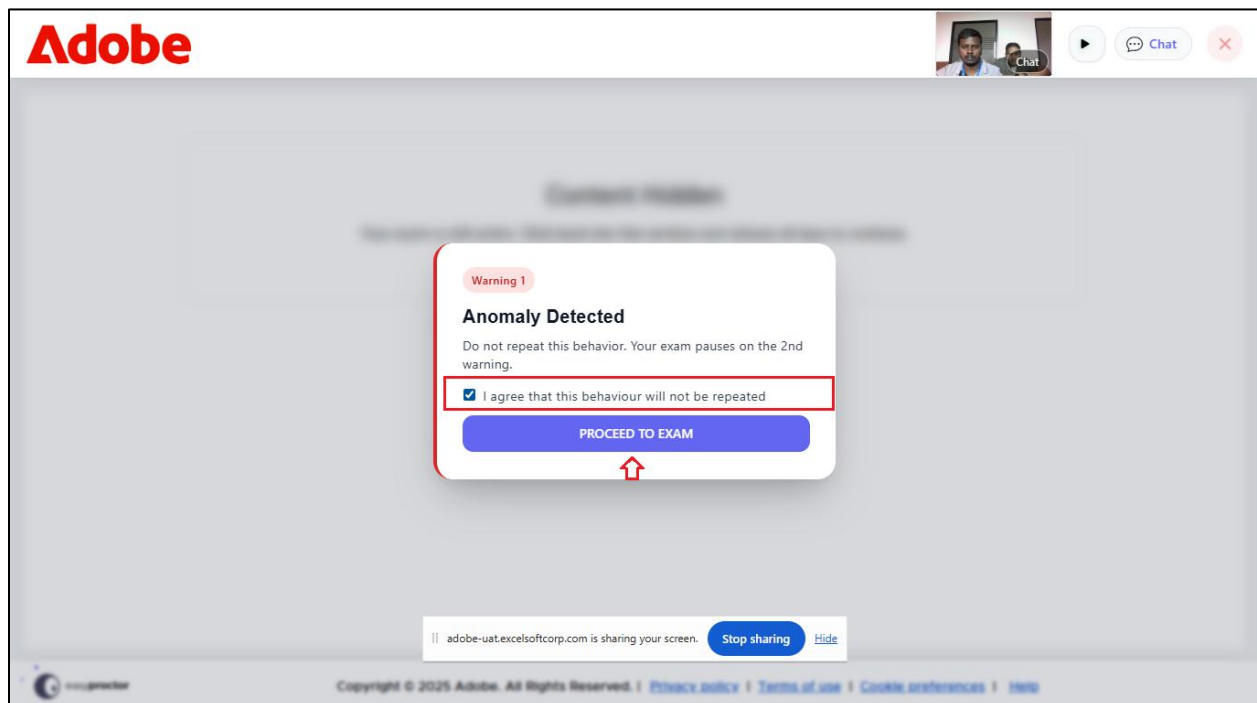
If the camera detects more than one face after the candidate has started the test, a warning message will appear on the screen indicating that multiple faces have been detected, as shown in the example image below.



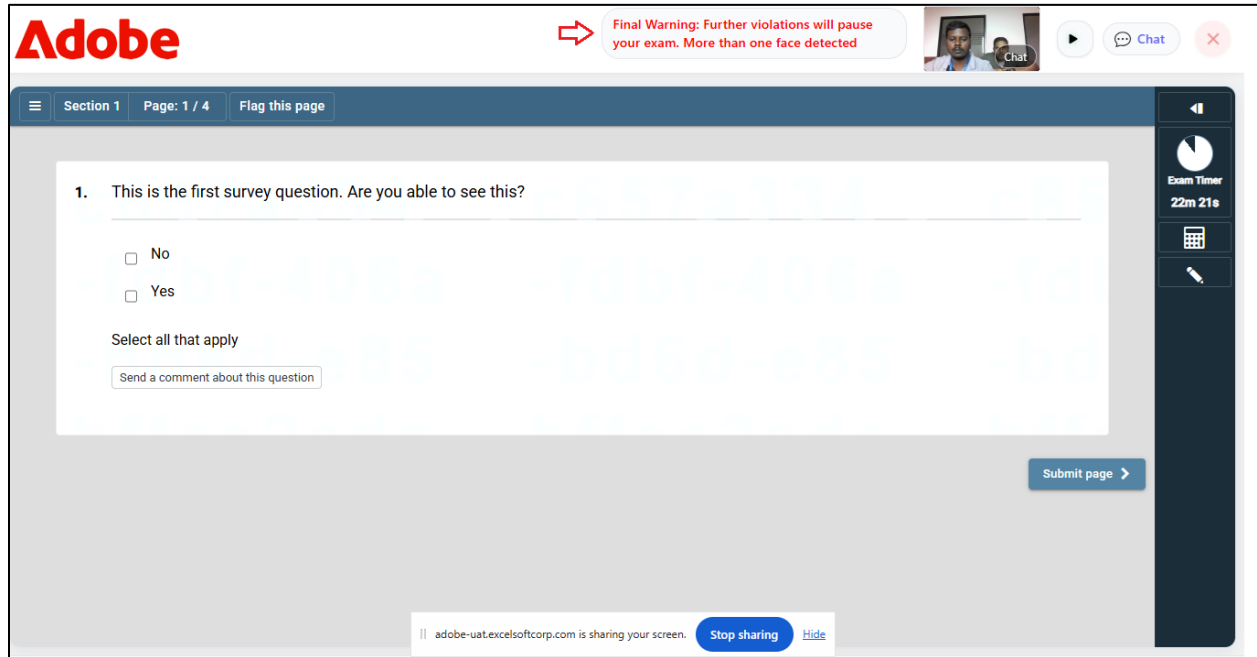
If the camera detects more than one face after the candidate has started the test, a warning message will appear stating that multiple faces have been detected.



The candidate will be prompted to acknowledge the message before proceeding, as illustrated in the image below.

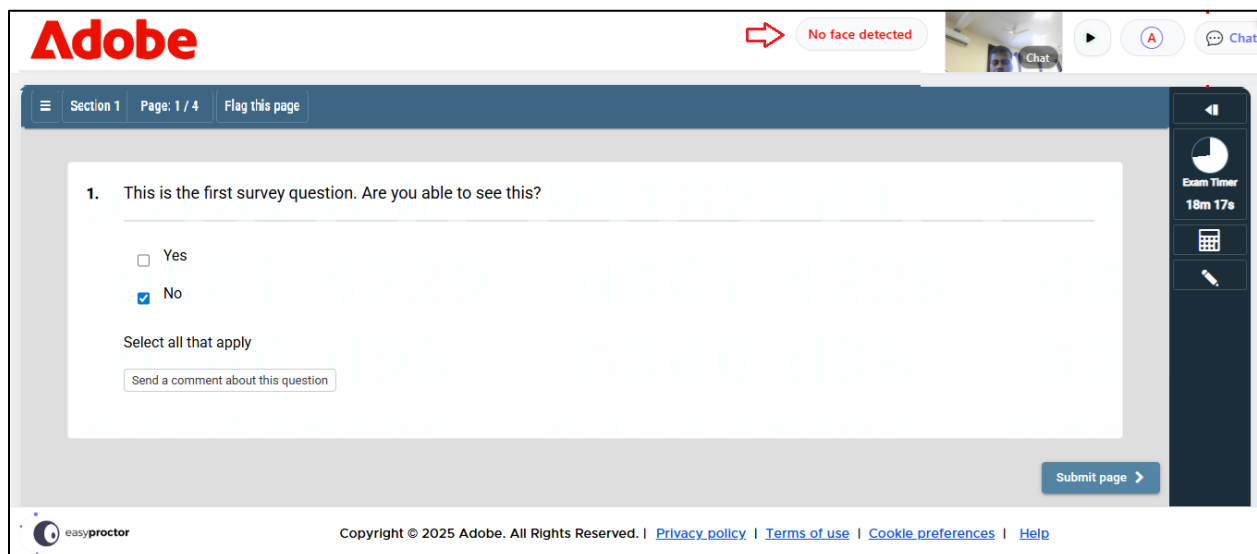


If, after the first warning, the camera still detects more than one face during the test, a **final warning** will appear on the screen stating: **“Further violations will pause your exam. More than one face detected.”**



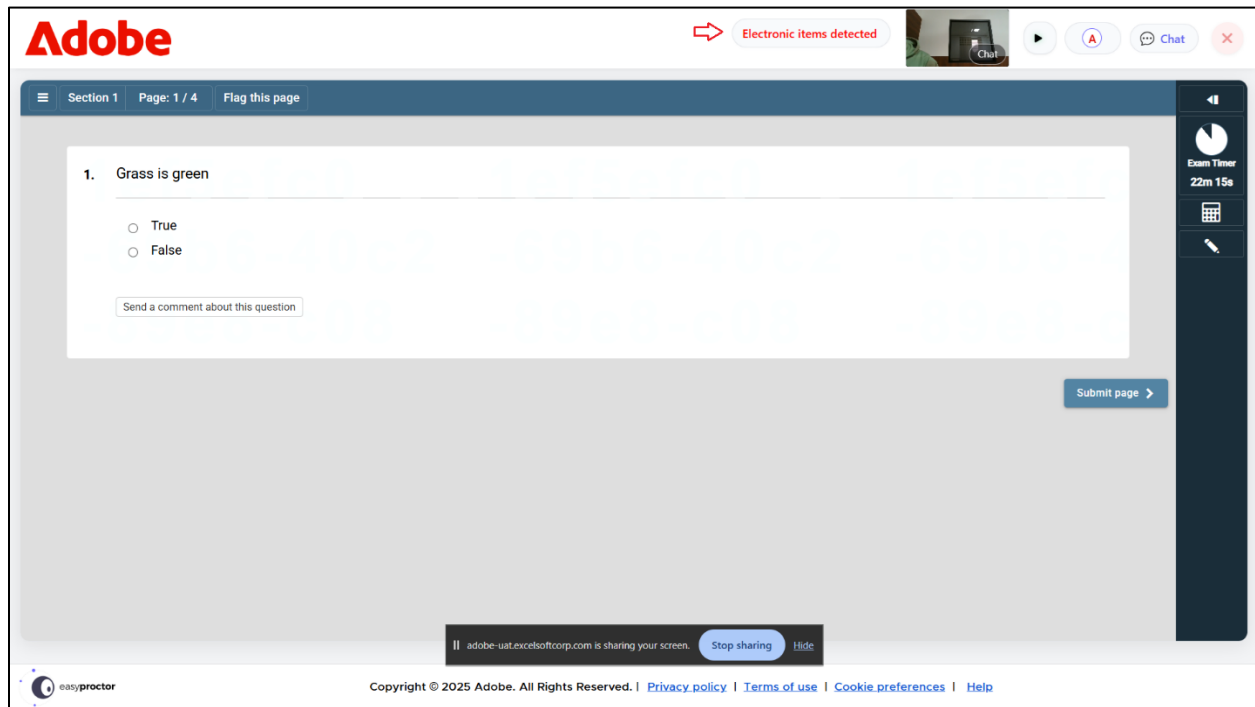
This acts as a strict reminder to maintain exam integrity and avoid any behaviour that could lead to the exam being paused or suspended.

**If the camera fails to recognise a face** (for example, due to poor lighting, the person moving out of frame, or the webcam being blocked), the system immediately triggers an inline notification stating **No face detected**. Refer to the below image below.



This notification serves as a real-time alert, reminding the candidate to adjust their position or environment so that their face is clearly visible.

If electronic items (such as mobile phones, tablets, or other unauthorised devices) are detected, during the test, an inline notification will appear stating **Electronic items detected**.



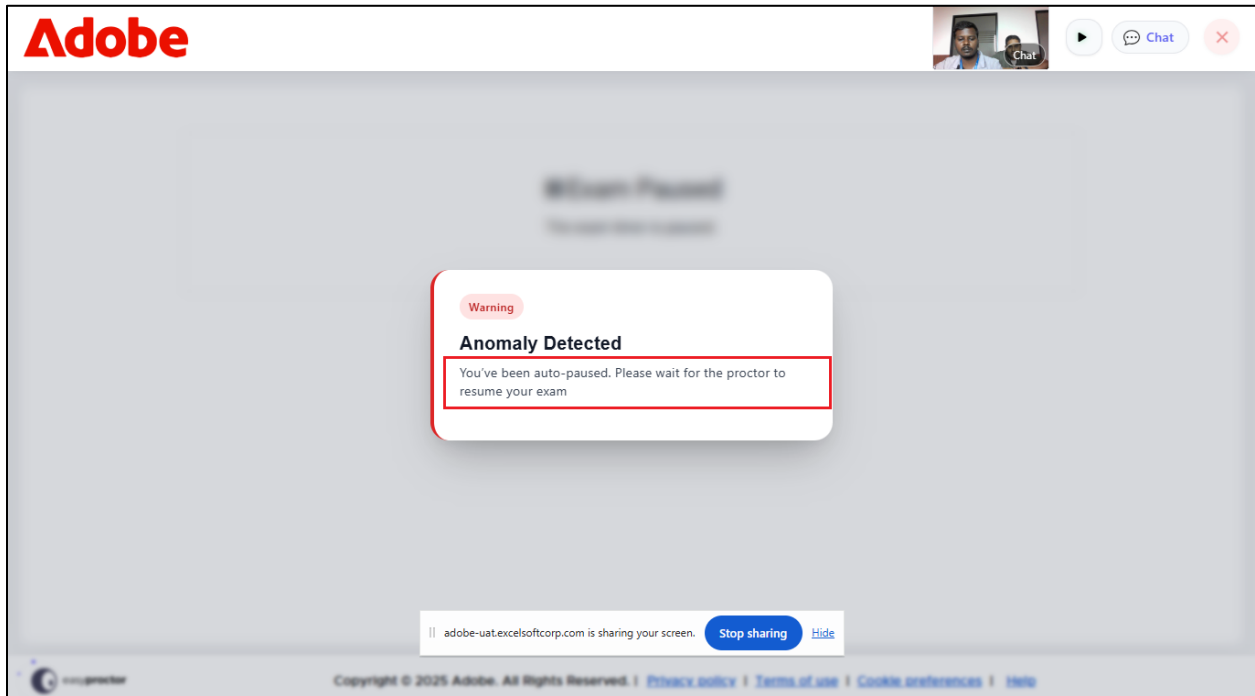
This notification serves as a warning to the candidate that such items are not permitted during the assessment. The purpose is to prevent cheating, distractions, or breaches of exam integrity. Candidates are expected to remove or stop using these items before continuing with the test.



***If any unpermitted application is detected during the exam, the name of the unpermitted application will get displayed next to the Unpermitted Application Detected flag for the proctor.***

## Auto-Pause Triggered by Anomaly Detection

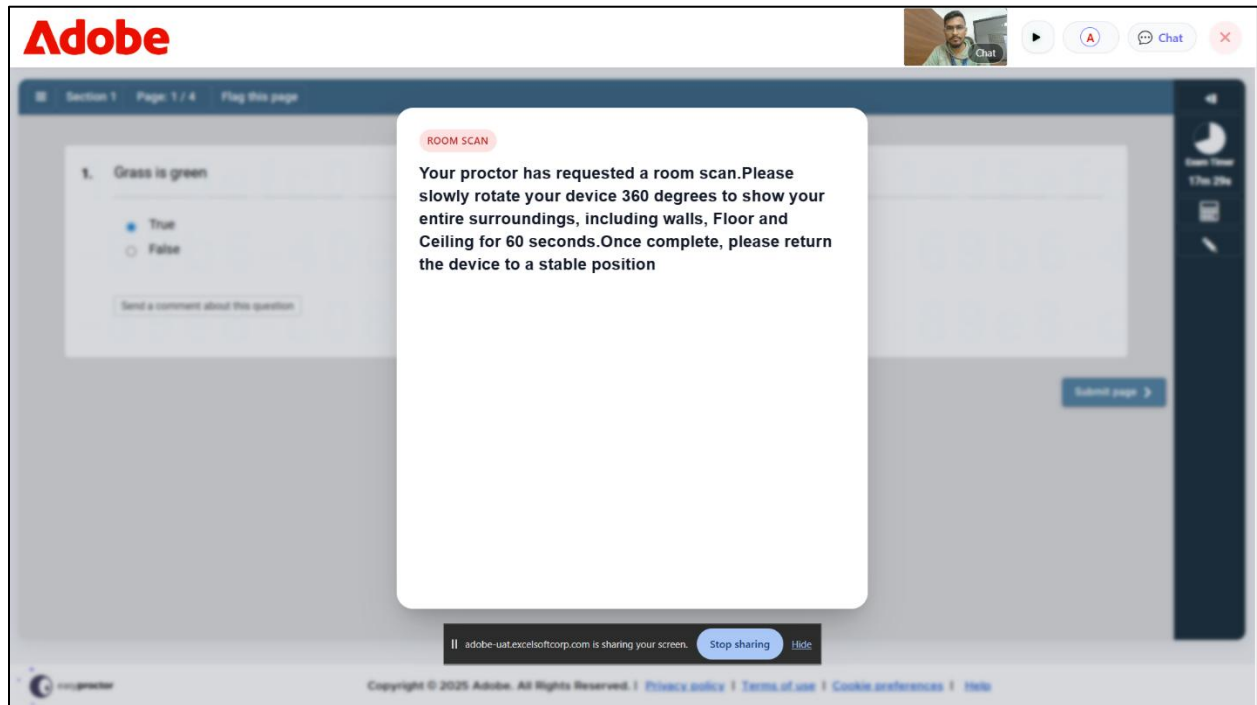
If an anomaly is detected during the exam, the system will automatically pause the session. A warning message will appear on the screen stating: **“You’ve been auto-paused. Please wait for the proctor to resume your exam.”**



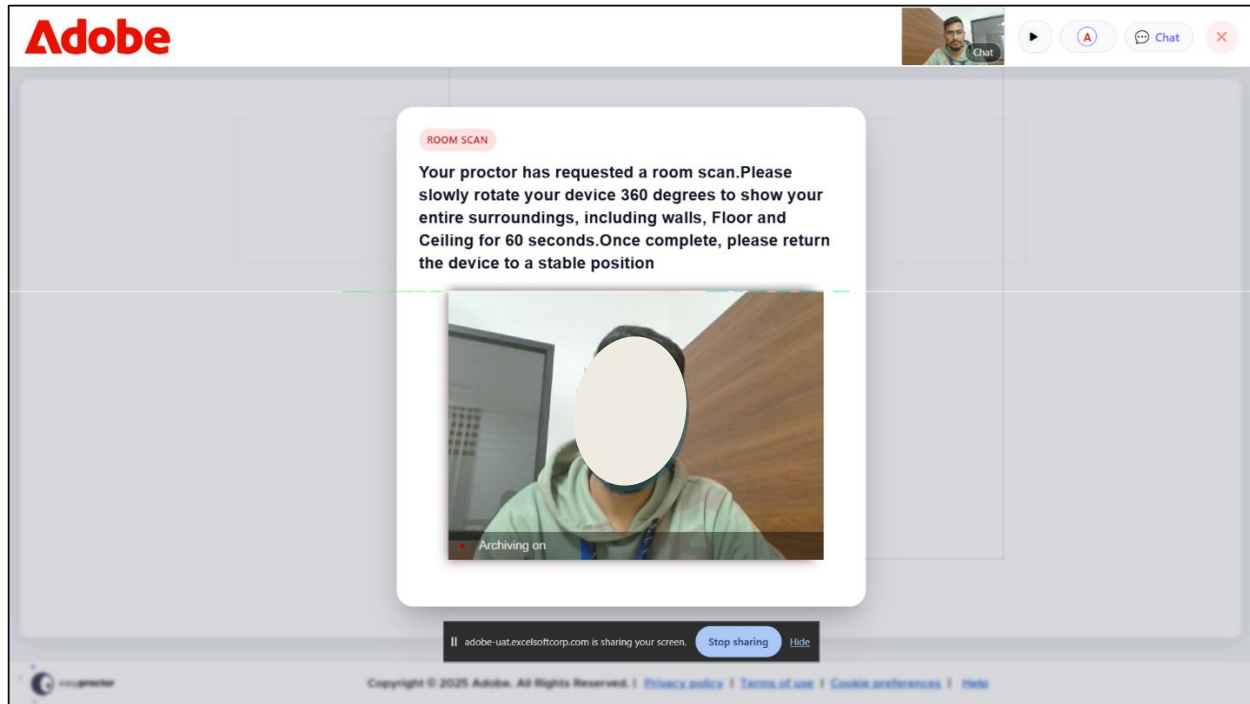
This ensures that any irregularities are addressed promptly and that the integrity of the exam is maintained.

## What happens if the proctor requests a room video during the exam?

If the proctor request for a room video while the assessment is in progress, the candidate will see an inline notification on the screen.



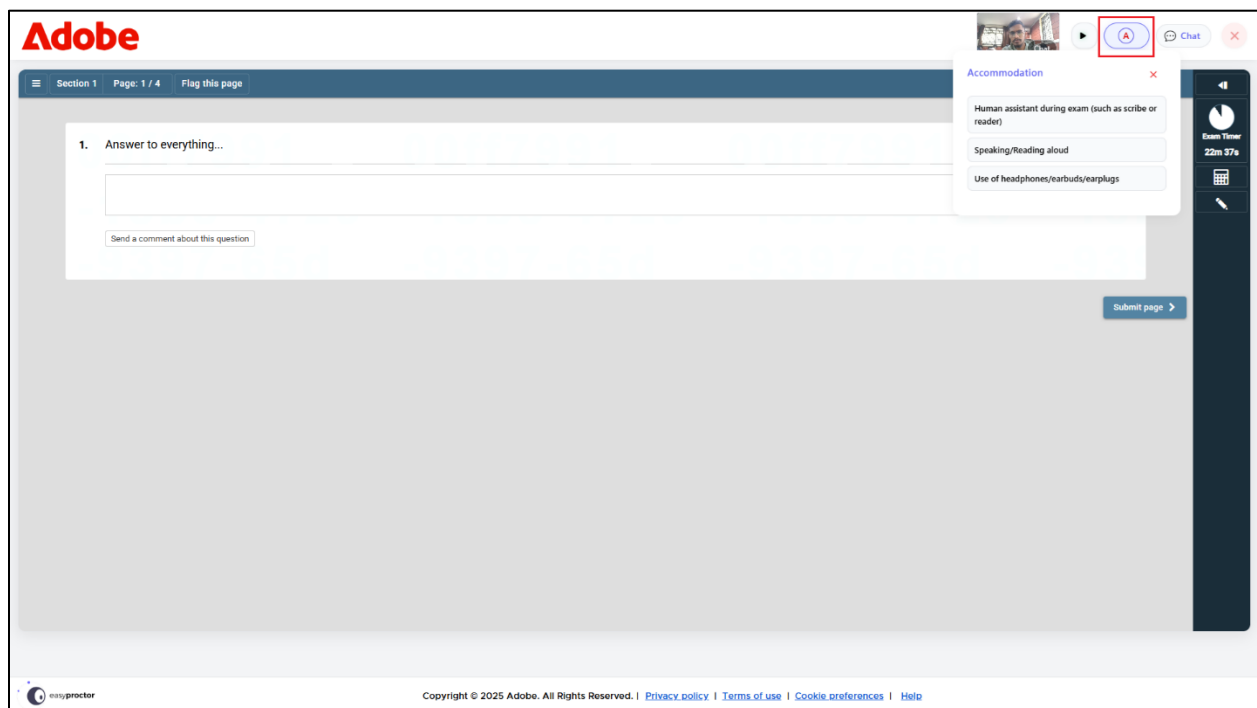
To comply with the request, you need to **rotate the device slowly in a full 360° circle to capture the entire surroundings of the room**, while the **system automatically records the video for 60 seconds**; once the recording is complete, the device must be returned to a stable position so the exam can continue without interruption.



## Proctor-Controlled Pause Enabled for Pre-Approved Accommodations

If the candidate selects one of the pre-approved accommodation options, the proctor will have the ability to **pause the assessment** and adjust in accordance with the selected accommodations.

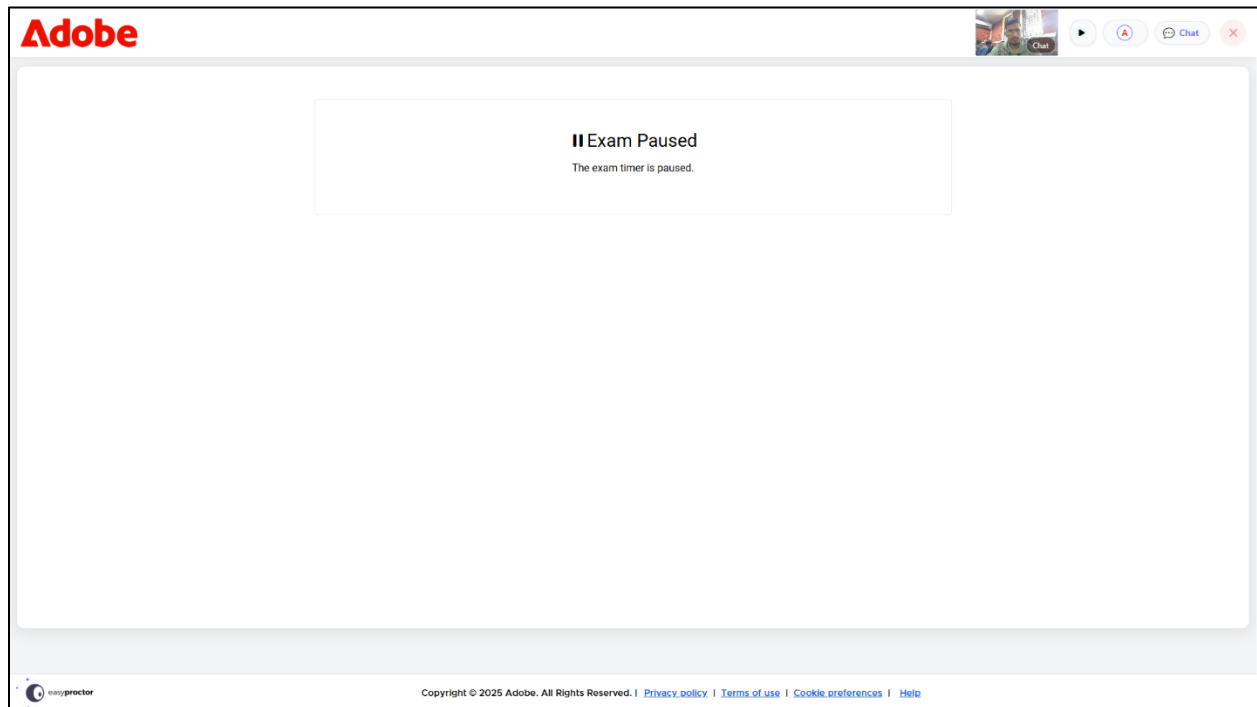
Within the test player, candidates will see the **Accommodations**  icon. When clicked, it reveals the accommodation they have selected. Refer to the image below for a visual representation.



## Pause and Resume in LIVE Automated Proctoring

Proctors typically have the authority to pause or resume a test session. Candidates may not be able to pause the exam themselves unless accommodations are pre-approved. If a candidate faces connectivity or hardware problems, the proctor may pause the session.

When paused, candidates will see a message as **“Exam Paused. The exam timer is paused”**.



Once resumed, they return to the same question or section without losing progress.

Section 1

Page: 1 / 4

Flag this page

1. Answer to everything...

Send a comment about this question

Submit page >

Exam Timer

23m 47s

proctor

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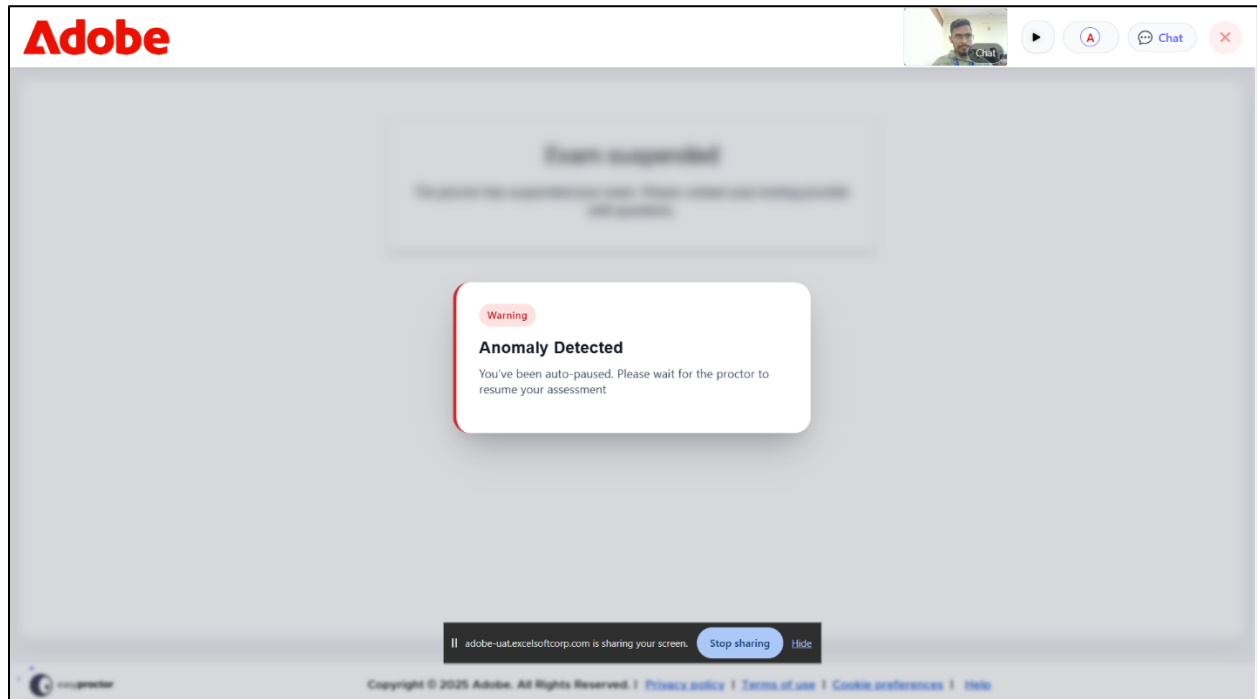
[Cookie preferences](#) |

[Help](#)

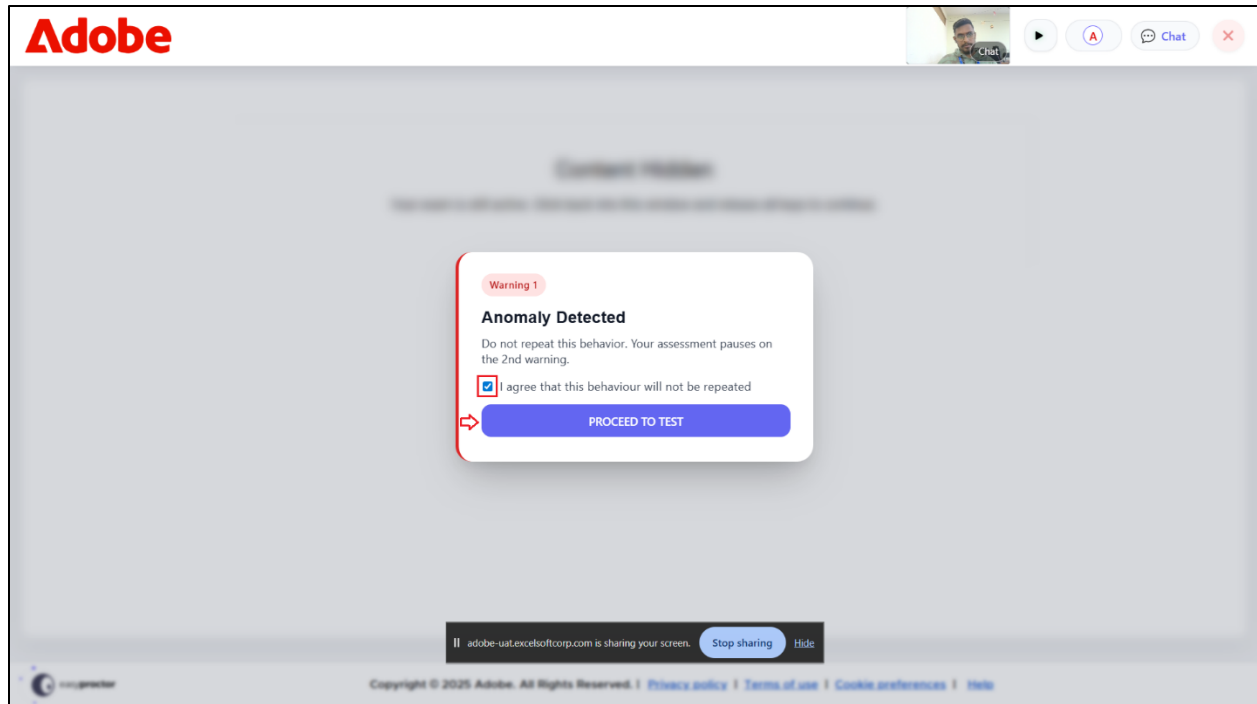
## LIVE Automated Proctoring

During LIVE proctoring, the system records your video feed while actively monitoring for suspicious behaviour using advanced video analytics. You will not be able to switch windows or access other applications throughout the test.

LIVE Proctoring flags are automatically generated during an online test session to detect and record suspicious behaviour, technical issues, or potential rule violations.



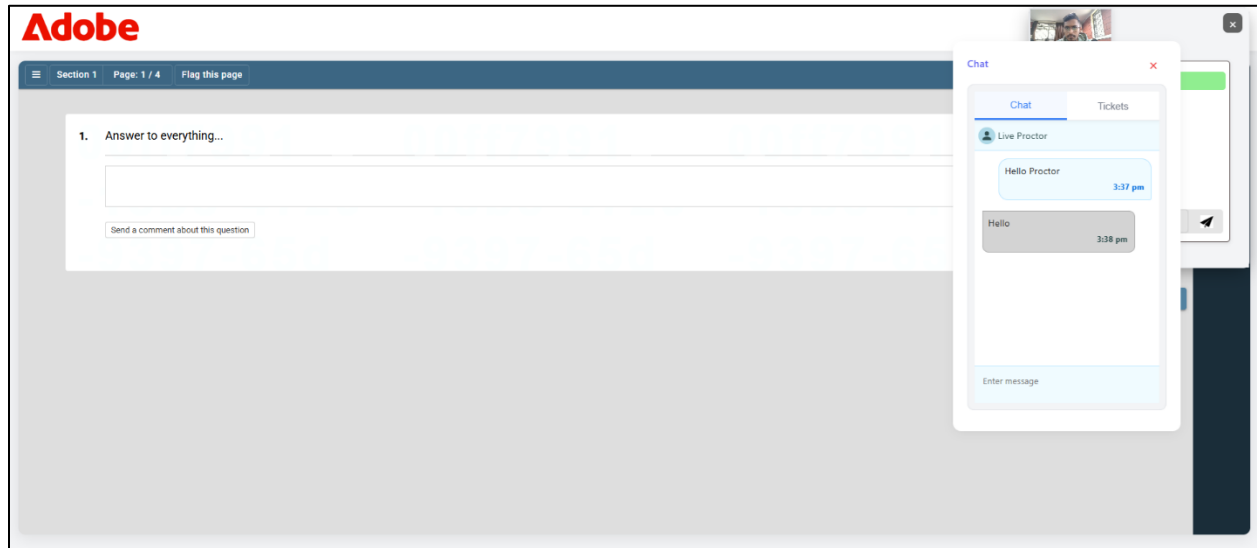
When multiple anomalies are detected during the exam, a first warning pop-up will appear. The candidate must acknowledge and provide consent for the warning, which is triggered during the assessment period in response to any illicit actions. Refer to the image below.



A warning pop-up appears on the screen, advising you not to repeat the behaviour. On receiving a second warning, your assessment will be paused. To continue, select the checkbox stating, **“I agree that this behaviour will not be repeated”** and then click the **Proceed to Test** button.

## Chat window

If needed, the candidate can use the chat feature to communicate with the proctor and report any issues. The chat window can be expanded or collapsed as required. When a new message is received, the chat window will automatically expand (refer to the image below).



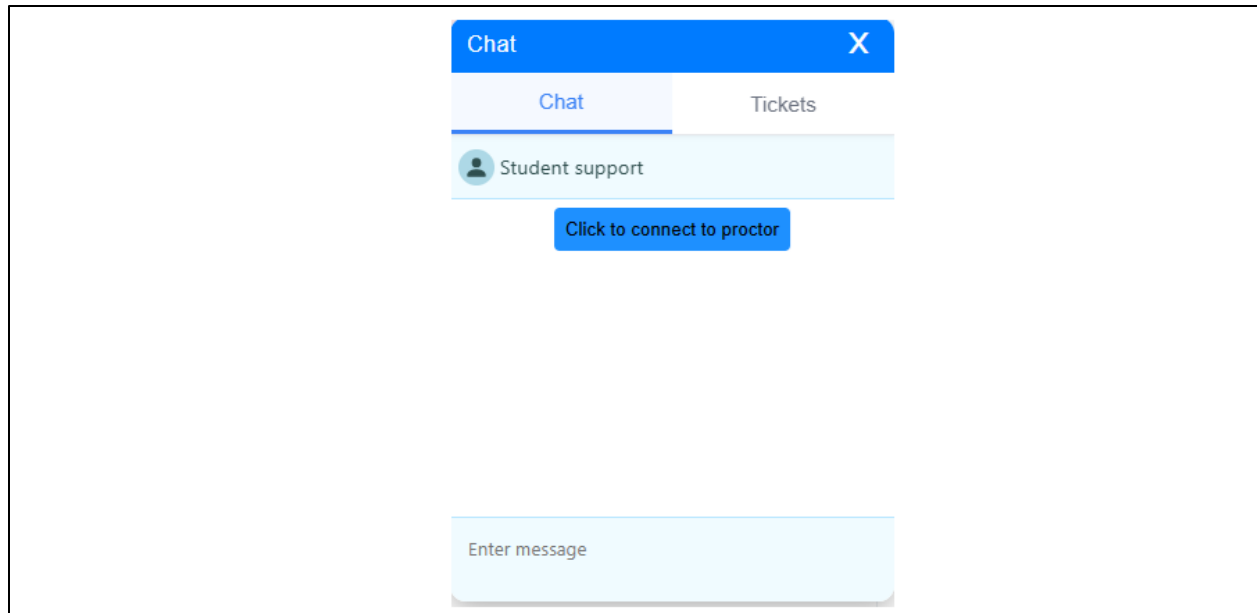
The candidate can seek assistance using any of the following methods

- AI Chatbot
- Connect to Proctor
- Raise Tickets

## Launch the AI Chat Bot

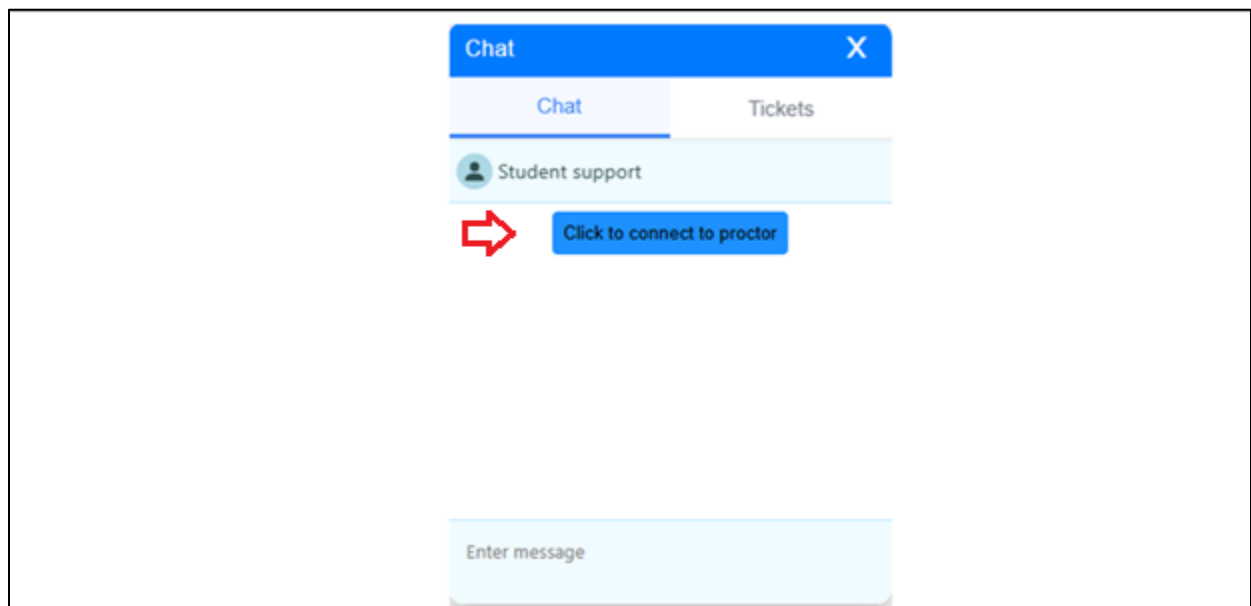


Click the **Chat icon** to open the AI Chat Bot. This tool serves as your first level of support for answering queries. Once launched, you can type your questions or requests into the input field, and responses will appear directly in the chat window.

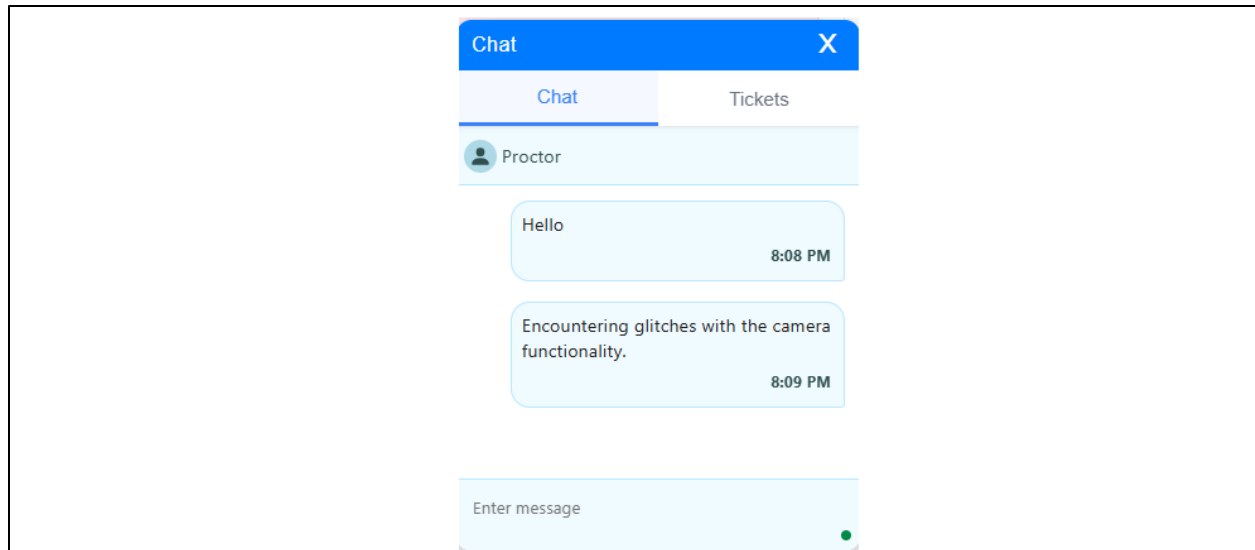


## Connect to Proctor

If you require assistance from a LIVE proctor, click the **Connect to Proctor** button.

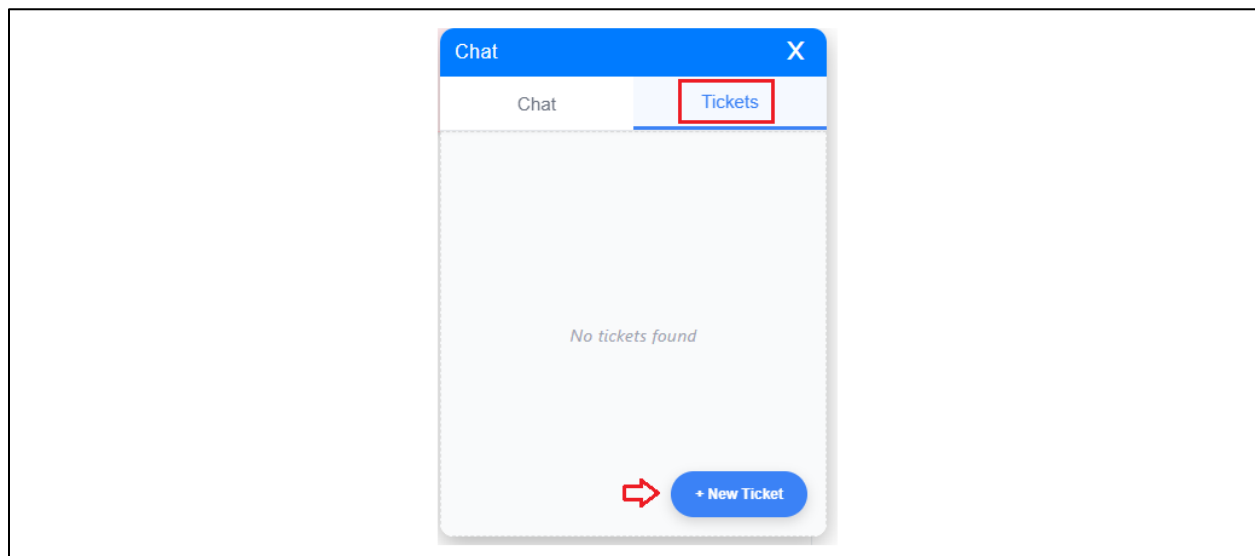


This will initiate a chat session with a human proctor who can help you with exam-related concerns.

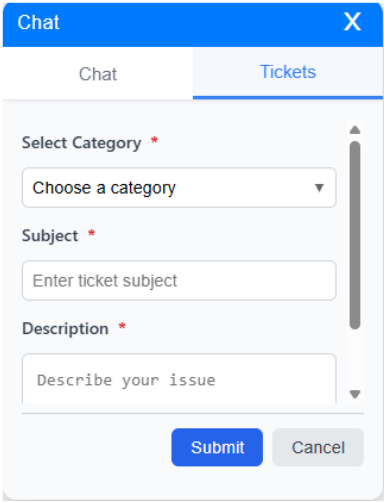


## Raising a Support Ticket

- If you encounter any issues before or during the assessment, you can raise a ticket by clicking the **Ticket tab**.
  - The available ticket categories will vary depending on your current stage in the assessment process.

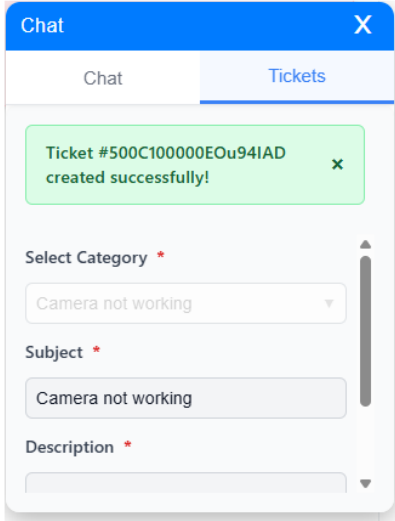


- Click the **New Ticket** button to begin.
- A form will appear where you can:
  - **Select a category** for your issue.
  - If you are about to begin the test, you will see a different set of options than if you are already in the test or have launched it.
  - Enter a **subject** line.
  - Provide a **detailed description** of the issue.



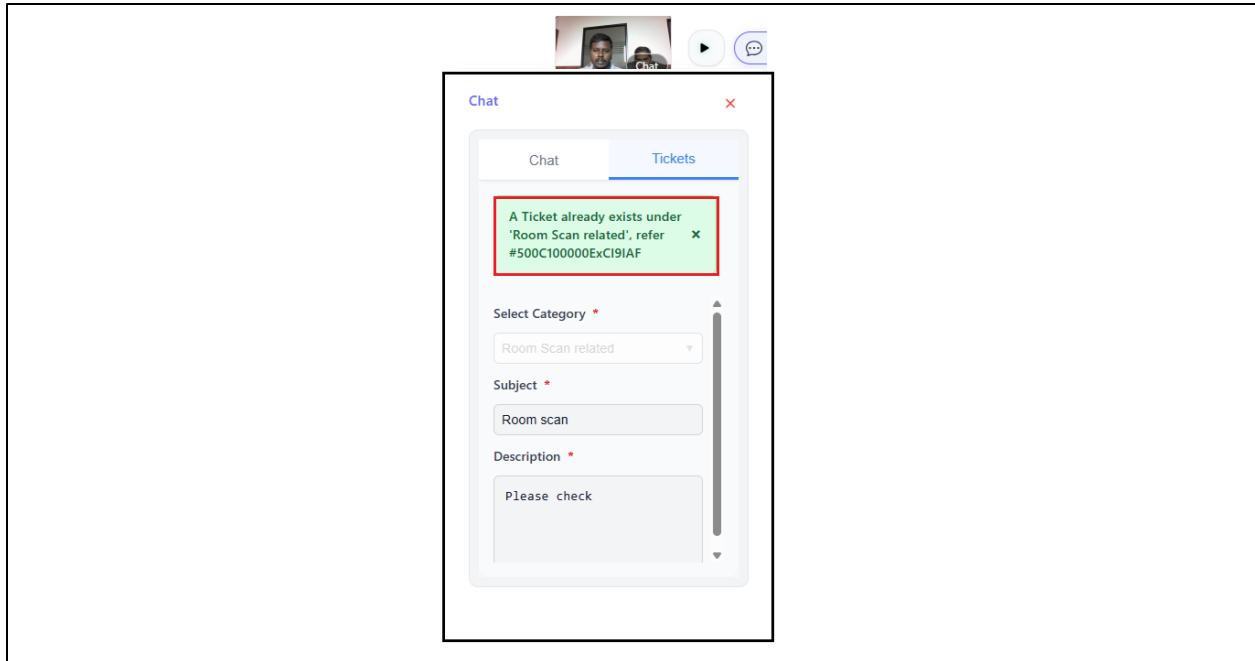
The screenshot shows a 'Chat' window with a blue header and a close button (X). Below the header are two tabs: 'Chat' and 'Tickets'. The 'Tickets' tab is selected. The form contains three required fields, each marked with a red asterisk: 'Select Category' (a dropdown menu with 'Choose a category' selected), 'Subject' (a text input field with 'Enter ticket subject' placeholder), and 'Description' (a text input field with 'Describe your issue' placeholder). At the bottom right of the form are two buttons: 'Submit' (blue) and 'Cancel' (grey).

- Complete all required fields in the form. Click the Submit button to proceed.
- A confirmation message will appear, indicating that your ticket has been successfully generated.



The screenshot shows the same 'Chat' window. A green notification box at the top of the form area displays the message: 'Ticket #500C10000EOu94IAD created successfully!'. The form fields are now populated: 'Select Category' is 'Camera not working', 'Subject' is 'Camera not working', and 'Description' is empty. The 'Submit' button is no longer visible.

The system supports creating multiple tickets simultaneously. If you attempt to raise a ticket for an issue that already has an existing ticket, a notification will appear indicating that the ticket is already in place, as shown below.



The table below offers a quick overview of the ticket categories available before and during the assessment.

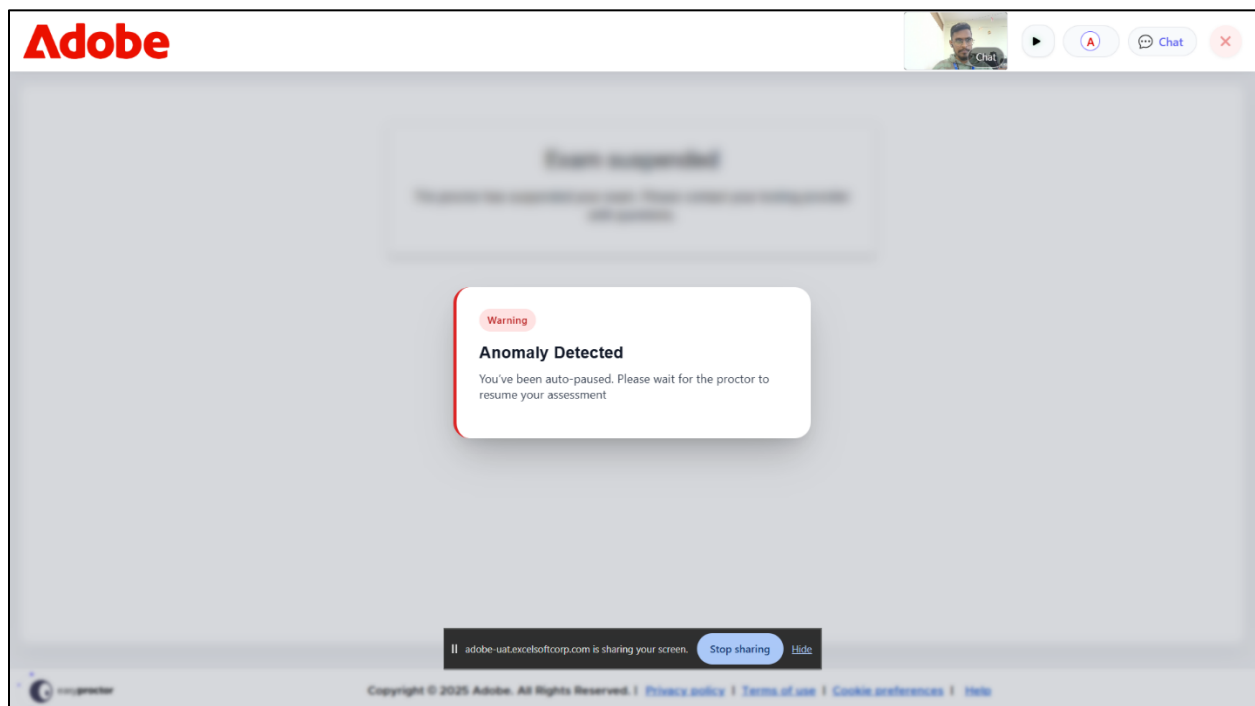
| Pre Assessment Launch                                             | During Assessment                                                 |
|-------------------------------------------------------------------|-------------------------------------------------------------------|
| Browser Validation                                                | Exam paused                                                       |
| Operating System Support                                          | Proctor review after pause                                        |
| Speaker/Camera/Mic Issue                                          | Getting Warnings                                                  |
| Internet Bandwidth                                                | Content Hidden message is displayed                               |
| Pop-up blocker                                                    | Unable to move to next question                                   |
| ID/Headshot button disabled                                       | Exam not launching                                                |
| Geo-location not getting detected                                 | Test unable to submit                                             |
| Unable to install Process Tracker                                 | Security software (antivirus/anti-malware) blocking exam platform |
| Vulnerable applications/software                                  | Others                                                            |
| Security software (antivirus/anti-malware) blocking exam platform | Certification transfer to different email addresses               |
| Process Tracker related                                           | Reschedule exam                                                   |
| Photo ID match issue                                              | Exam Abrupted                                                     |
| Headshot capturing                                                |                                                                   |

## Auto-Pause Triggered by AI Flags During Assessment

The assessment will be automatically paused for the candidate if any AI-generated flags are triggered during the test session.

Every six seconds, the AI analyses the captured frame for any irregularities and raises flags if discrepancies are detected. Once six high-severity flags have been identified, the candidate will receive their first warning.

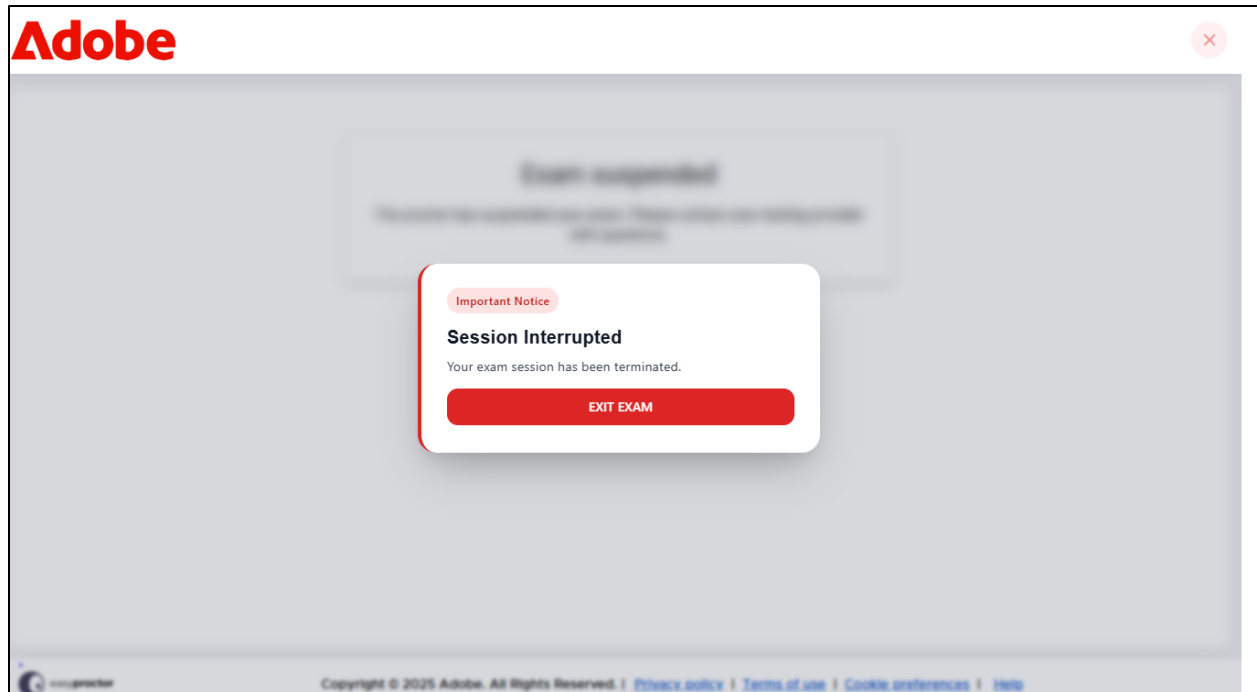
If any anomaly is detected, the proctor has the ability to pause the test. When this happens, the candidate will receive a notification indicating that the test has been paused by the proctor.



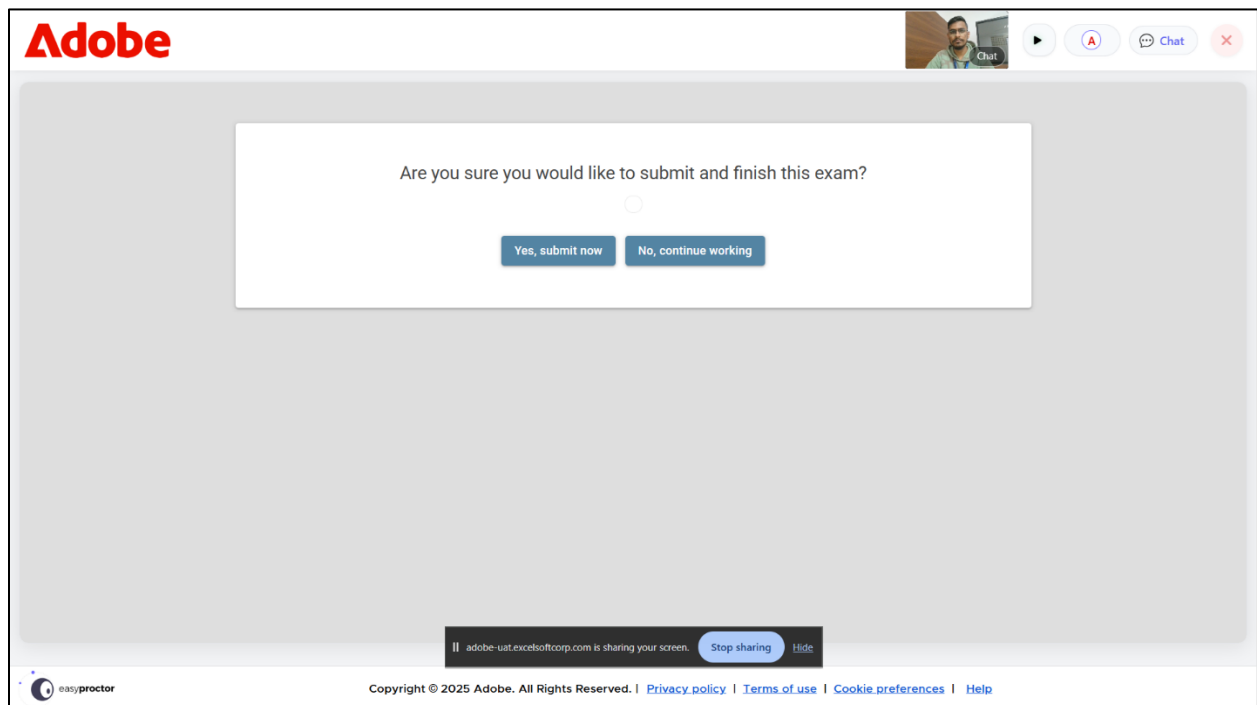
The LIVE proctor is notified when the system detects a potential anomaly, prompting them to review the situation and take appropriate actions such as terminating the exam session and informing the candidate of the reason. These alerts are typically triggered by the AI system, which monitors suspicious behaviour in real time.

## Exam Termination

The candidate's assessment will be paused after receiving four warnings, and they will be restricted from further access to the test. Upon receiving an alert, the proctor must verify the incident before deciding whether exam termination is warranted. Refer to the image below.



If a candidate attempts to submit the test without answering all the questions, a confirmation pop-up will appear.



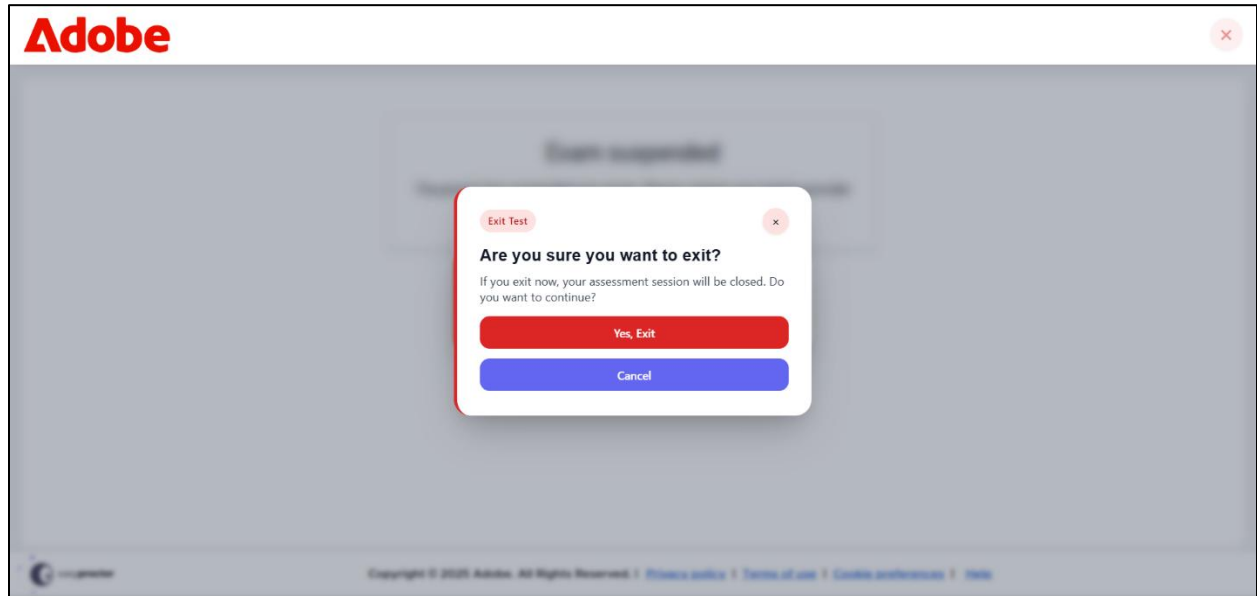
The candidate can choose to either continue working on the test or proceed with submission:

**No, Continue Working** – returns to the test to complete unanswered questions.

**Yes, Submit Now** – confirms and submits the test immediately

## Test Submission

Once the candidate completes the assessment, a confirmation pop-up will appear on the screen, prompting them to confirm submission and finalize the exam.



Select **Yes, Submit Now** to proceed with submitting your assessment and completing the exam.

## What happens if a candidate fails to launch the assessment within the scheduled duration?

If the candidate does not launch the assessment within the scheduled duration, the exam schedule session will display the status as **No Show**. This indicates that the candidate did not initiate the exam during the allotted time. Refer to the image below.

**Certification exam details**

Actions ▾

| Application     | Level  | Job role   | Exam ID  | Points | Time limit |
|-----------------|--------|------------|----------|--------|------------|
| Adobe Analytics | Expert | Developers | AD0-E209 | 0      | 2 hours    |

**Exam scheduling instructions**

How do I take my exam?

1. You are required to take your exam within easyProctor SandBox browser. Once you have paid for your exam, you will see a button Take Exam just before 10 mins of the actual start time of the assessment.
2. Click on the **Take exam** button. You should view the Assessment dashboard. You have options to start the assessment or Test your device or download Process tracker or Download RDP tool for in-person assistance.
3. Make sure you download and install Process tracker application onto your Laptop and start the service before starting the assessment.
4. You can start the assessment by clicking on Start assessment button before 10 mins of the assessment time.
5. You will have to Read through the EULA, Perform System checks, Capture Photo ID, Capture Headshot, Verify Photo ID and Headshot, Capture Room sweep and then proceed to launch assessment.
6. You should produce the Photo ID having your valid legal name present in the ID for auto approval.
7. You should complete the room scan within 60 secs following the set guidelines.
8. You can launch the assessment directly if all checks are passed by the system or else wait for the proctor to review your details and approve, after which you can proceed to launch the assessment. You will have to wait till the start time if you have completed the checks before time.
9. You will be then re-directed to the Sand Box browser which will be launched in full screen mode. Accept the consent to share Entire screen after which you will be displayed with exam questions.
10. Do not close the browser or do not end the screen share or do not cover your camera. By doing this your exam will be closed automatically.
11. Abide by all the rules and assessment conduct code for smooth submission. You will be monitored by AI and also by Physical proctors.
12. Any mischievous activities during the assessment will lead to warnings after which your assessment will be automatically get paused.
13. You can Text chat with the proctor by clicking on chat button anytime during the assessment. Proctor can have Audio chat with you anytime by within the same chat window.
14. You can connect with our L1 support team by quickly raising ticket if you encounter any Technical issues.

**Troubleshooting**

If you have any difficulty downloading the Process Tracker or running the system test, please contact [easyProctor Support](#). If you become disconnected during your exam appointment, please contact Support using the chat function in the Assessment dashboard.

**What do the scheduling buttons mean?**

- **Schedule exam:** You may schedule an exam up to 60 days in the future. If you schedule within the next 24 hours, you must pay a \$10 fee.
- **Reschedule exam:** You may reschedule up to 24 hours before your exam appointment without having to pay a fee. If you reschedule less than 24 hours before your exam appointment time, you must pay a \$5 fee.
- **Cancel exam:** You may cancel up to 24 hours before your exam appointment and retain your voucher. If you cancel less than 24 hours before your exam appointment time, you forfeit your voucher.
- **Request accommodations:** You may request accommodations up to 7 days before your exam appointment.
- **Take exam:** This button will appear about five minutes before your exam appointment time.

**Exam proctoring requirements**

Click to check your system meets our proctoring requirements

Download Process Tracker
System check

**Exam scheduled**

NO SHOW

Nov 27, 2025, 1:40pm IST

100 minutes

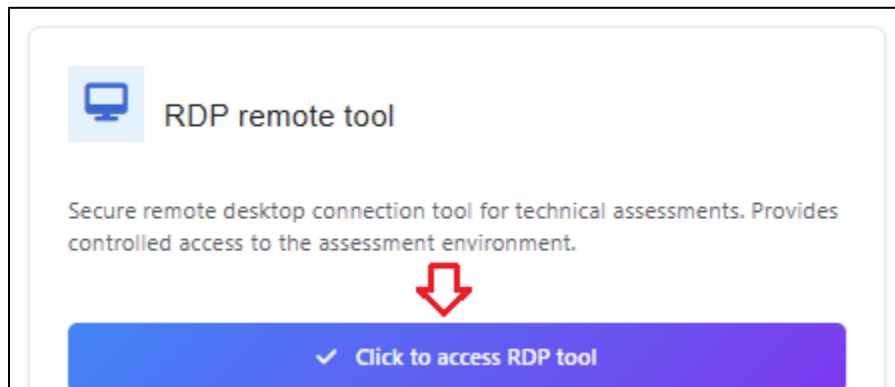
Schedule Exam

Page | 83

## Step-4: RDP Remote Tool Installation

**RDP Remote Tool** is a secure remote desktop solution designed for technical assessments. It provides secure, controlled access to the assessment environment and can be installed as needed. The tool becomes especially useful when support or L1 assistance is required for troubleshooting or guidance. Additionally, it enhances assessment readiness by helping candidates and administrators access the test setup remotely with minimal disruption.

On the assessment dashboard screen, you will find an option to launch the RDP tool. Click the **Click to access RDP tool** button to continue.



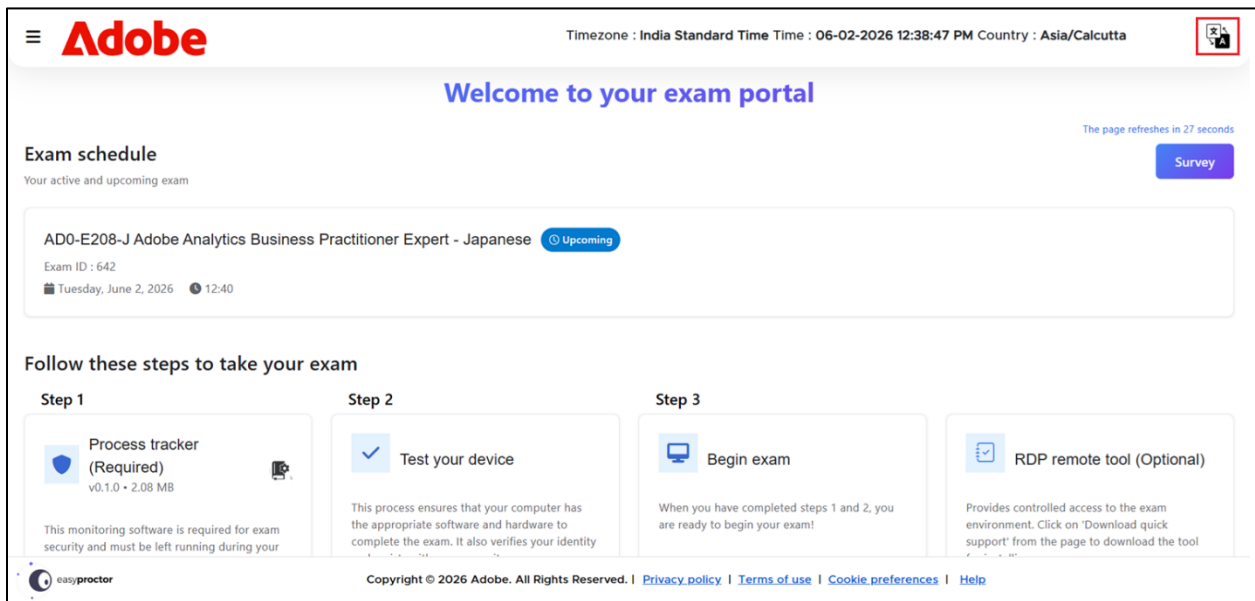
This will redirect you to an external link, where you will have the option to download Zoho Assist.

## Region-Based Language Display

Japanese localization has been enabled for candidates who select Japan as their region. The application interface is displayed in English by default, with an option to switch to Japanese. Candidates from other regions will continue to see the interface only in English, without the option to change the language.

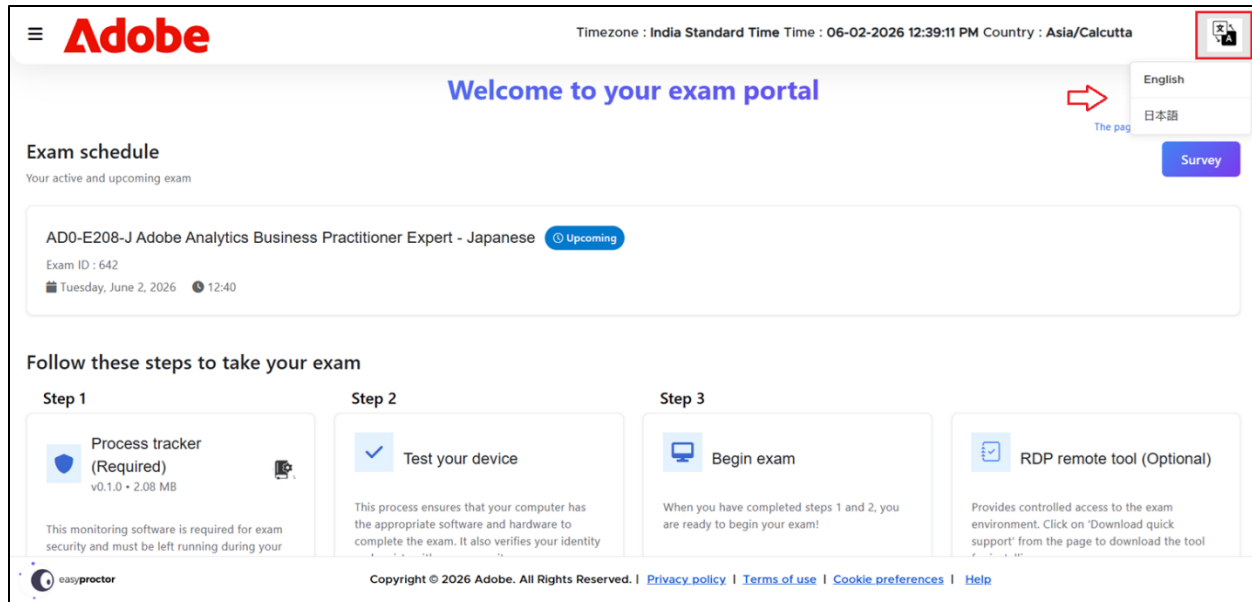
Let's look at how to switch the language from English to Japanese:

On the **Assessment Dashboard** screen, you can locate the **language switch**  icon as highlighted.

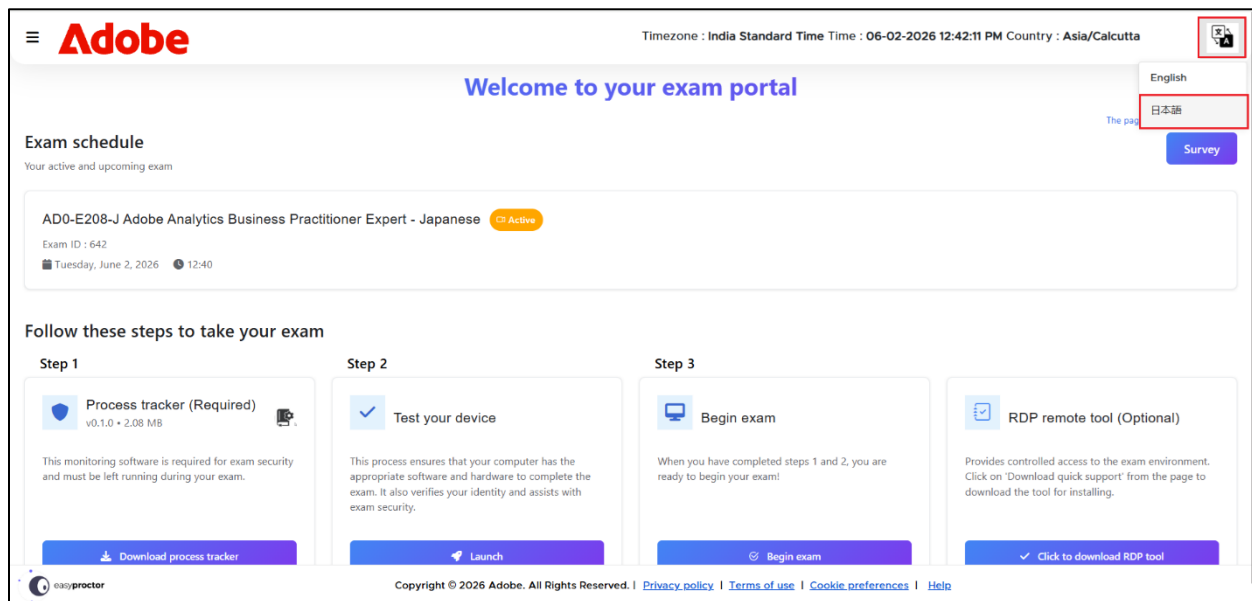


The screenshot shows the Adobe Assessment Dashboard interface. At the top, the Adobe logo is on the left, and the time zone, time, and country are on the right. A language switch icon is highlighted in the top right corner. Below the header, a welcome message is displayed. The main section is titled 'Exam schedule' and shows an upcoming exam: 'AD0-E208-J Adobe Analytics Business Practitioner Expert - Japanese'. Below this, a section titled 'Follow these steps to take your exam' lists four steps: Step 1 (Process tracker), Step 2 (Test your device), Step 3 (Begin exam), and Step 4 (RDP remote tool). The footer contains copyright information and links to privacy policy, terms of use, cookie preferences, and help.

Clicking this icon will display the available **language options**.



From the list, select **Japanese** as shown in the image.



Once selected, the application interface will automatically switch to the chosen language.

≡ Adobe

タイムゾーン: India Standard Time 時刻: 06-02-2026 12:40:03 PM 国: Asia/Calcutta

🔍

試験ポータルへようこそ

ページが更新されます 12 秒

試験スケジュール

アクティブおよび今後の試験

アンケート

AD0-E208-J Adobe Analytics Business Practitioner Expert - Japanese ④ 予定

試験ID: 642

📅 2026年6月2日火曜日 ⌚ 12:40

試験を受けるためにこれらのステップに従ってください

ステップ1

🛡️ プロセストラッカー(必須)

v0.1.0 • 2.08 MB

📄

この監視ソフトウェアは試験のセキュリティに必要であり、試験中は実行したままにする必要があります。

📄 プロセストラッカーをダウンロード

ステップ2

✅ デバイスをテスト

このプロセスにより、コンピューターに試験を完了するための適切なソフトウェアとハードウェアがあることが確認されます。また、身元を確認し、試験のセキュリティを支援します。

🔄 起動

ステップ3

💻 試験を開始

ステップ1と2を完了すると、試験を開始する準備が整います！

🔄 試験を開始

📄 RDPリモートツール(オプション)

試験環境への制御されたアクセスを提供します。ページから「クイックサポートをダウンロード」をクリックして、インストール用のツールをダウンロードしてください。

✅ RDPツールをダウンロードするにはクリック

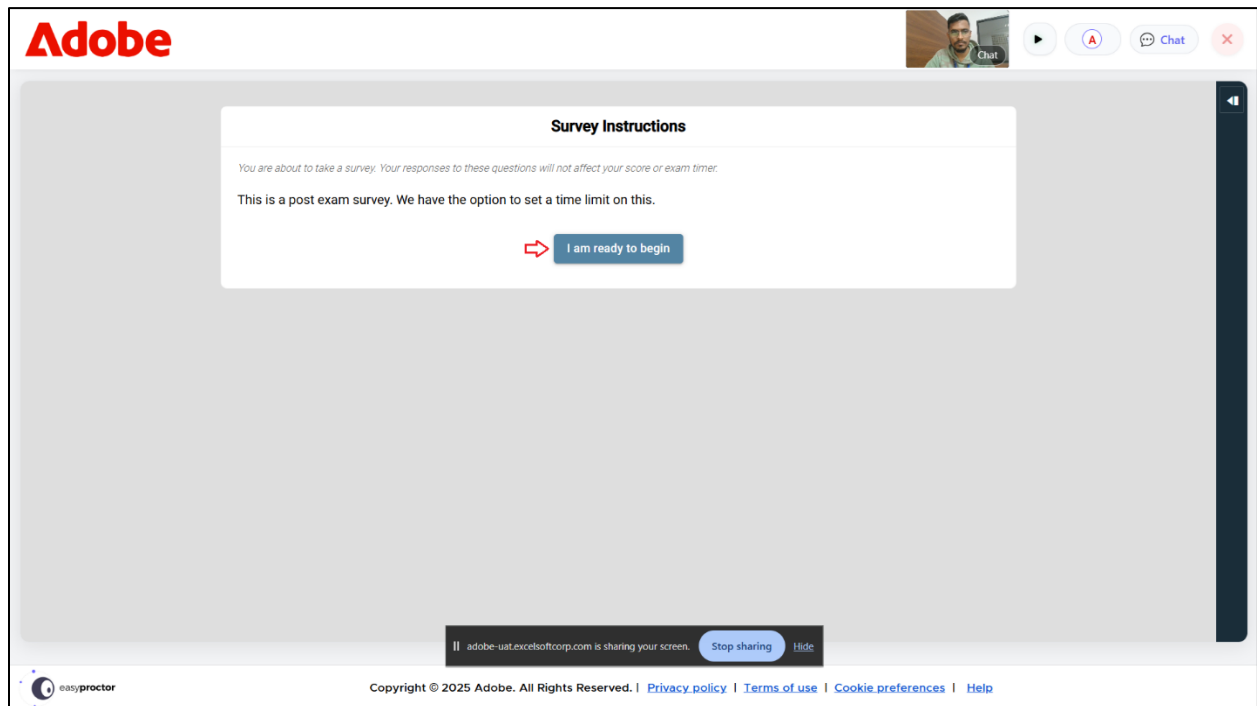
easyproctor

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## Post-Assessment Activities

### Survey Submission

The survey will be conducted for the candidate once the assessment has been completed and submitted. After the candidate completes the assessment, the screen will present the survey instructions as illustrated in the image below.



To begin with the survey, click on the **I am ready to begin** button. The screen displays the survey page as shown below.

**Adobe**

Page: 1 / 1

1. This is the first survey question. Are you able to see this?

☒ Yes

☐ No

Select all that apply

2. On a scale of 1-10, how confident are you with the product?

1 10

Your response: 4

Submit

easyproctor Copyright © 2025 Adobe. All Rights Reserved. | [Privacy policy](#) | [Terms of use](#) | [Cookie preferences](#) | [Help](#)

Once you complete the survey, click the **Submit** button. The screen displays the exam summary page along with the score details as shown below.

**Adobe**

Print Email

**Mike Adobe Test Project Premium**

scorpion

Examinee Details

|            |                          |
|------------|--------------------------|
| First Name | Test                     |
| Last Name  | Eleven                   |
| Email      | user11@excelsoftcorp.com |
| id         | 541251                   |

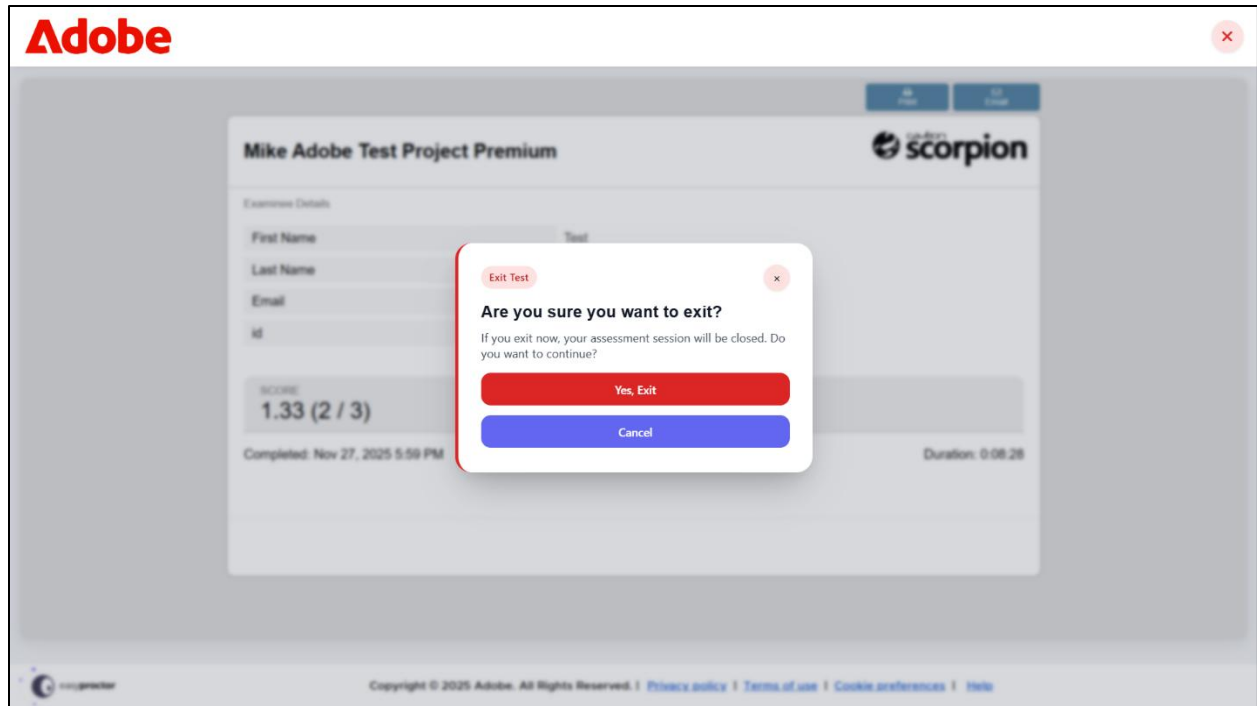
SCORE

**1.33 (2 / 3)**

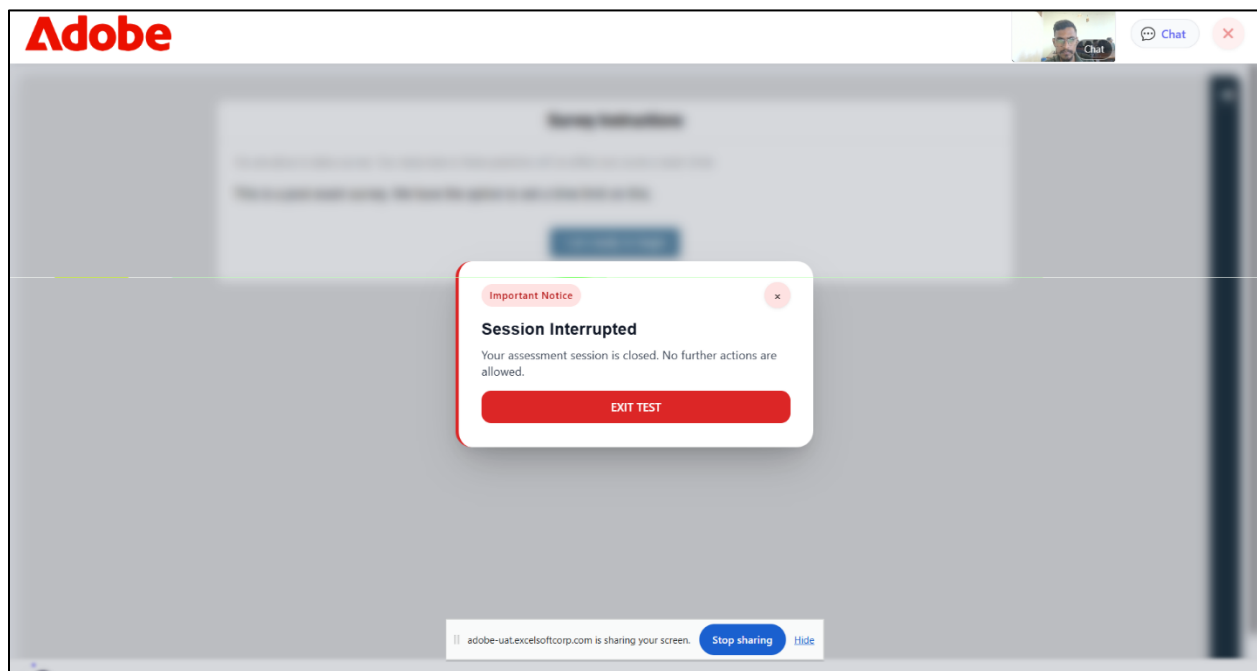
Completed: Nov 27, 2025 5:59 PM Duration: 0:08:28

easyproctor Copyright © 2025 Adobe. All Rights Reserved. | [Privacy policy](#) | [Terms of use](#) | [Cookie preferences](#) | [Help](#)

Click on Close icon and a pop up will appear asking for the confirmation to exit the test.



Click on **Yes, Exit** button and the screen displays a notification as session interrupted.



To exit, click the **Exit Test** button, this will close the test player and redirect you to the candidate dashboard.

# Guidelines for Photo ID Submission, Headshot Capture, Room Video Recording & Enabling Video Library

To ensure exam integrity and a secure testing environment, candidates are required to follow specific verification steps before and during the assessment. These include submitting a valid photo ID, capturing a clear headshot, and recording a room video when prompted. Each step helps confirm the candidate's identity, maintain fairness, and provide transparency throughout the exam process. The following guidelines outline how to complete these actions correctly and smoothly, minimising disruption while meeting proctoring requirements.

## Photo ID Submission Guidelines

To ensure successful verification, please follow these steps during capture your Photo ID:

### 1. Use a Valid Government-Issued ID

- Below listed are the acceptable IDs for photo identification.
  - **Passport:** National passports issued by any country.
  - **Driver's License:** State, provincial, or national driving licenses.
  - **National ID / Citizenship Card:** Examples include - Aadhaar (India), NRIC (Singapore), MyKad (Malaysia), EU National IDs (Germany, France, Spain, etc.)
  - **Passport Card:** Accepted from countries such as the USA and those in Europe.
- The ID must be current and not expired.

### 2. Ensure Good Lighting

- Capture the photo in a well-lit area to avoid shadows or glare.
- Natural light or soft indoor lighting works best.

### 3. Keep the ID Flat and Fully Visible

- Place the ID on a flat surface or hold it steadily.
- Make sure all corners of the ID are visible and not cropped.

### 4. Avoid Blurry or Pixelated Images

- Use a high-resolution camera.
- Hold the camera steady and ensure the image is sharp and clear.

### 5. Remove Obstructions

- Do not cover any part of the ID with fingers, stickers, or other objects.
- Ensure your name, photo, and ID number are clearly visible.

### 6. Match the Name on the ID with Your Registration Legal name

- The name on the ID must match the name used for the assessment registration/Legal name.

### 7. Capture in a Neutral Background

- Avoid busy or patterned backgrounds that may interfere with ID recognition.

### 8. Do Not Use Edited or Filtered Images

- Upload the original photo without any enhancements or modifications.

### 9. Check Before Submitting

- Review the image to confirm clarity and completeness before uploading.

### 10. ID from mobile phone or any electronic device.

- Do not produce ID from your Phone or from any electronic device  
You should use Physical ID for capturing during the assessment.

Use the image below as a guide to understand the recommended practices and common mistakes when capturing your photo ID.



## Guidelines for capturing headshots

To ensure a smooth and secure assessment experience, please follow these best practices when capturing your headshot, by placing your head and body within the bodyline outline

### 1. Face the Camera Directly

- Look straight into the camera with your full face clearly visible.
- Avoid side angles or tilted head positions.

### 2. Ensure Good Lighting

- Use natural or bright indoor lighting.
- Avoid backlighting (e.g., sitting with a window behind you).

### 3. Neutral Background

- Choose a plain, uncluttered background.
- Avoid distracting elements like posters or moving objects.

### 4. No Accessories or Obstructions

- Remove hats, sunglasses, or masks.
- Prescription glasses are allowed if they don't cause glare.

### 5. Frame Your Face Properly

- Your head and shoulders should be fully visible.
- Keep your face centered in the frame.

### 6. Avoid Filters or Enhancements

- Do not use beauty filters, virtual backgrounds, or editing tools.

### 7. Be Alone in the Frame

- No other people or pets should be visible in the shot.

### 8. Maintain a Neutral Expression

- A natural, relaxed expression is preferred.
- Avoid exaggerated facial expressions or gestures.

### 9. Stable Camera Setup

- Use a tripod or place your device on a stable surface.
- Avoid handheld or shaky captures.

### 10. Dress Appropriately

- Wear attire suitable for a formal or academic setting.

The following image illustrates the recommended practices and common mistakes when capturing a headshot.



Image 1 - Blur Image ↑



Image 2 - Avoid images where the face is partially out of frame ↑

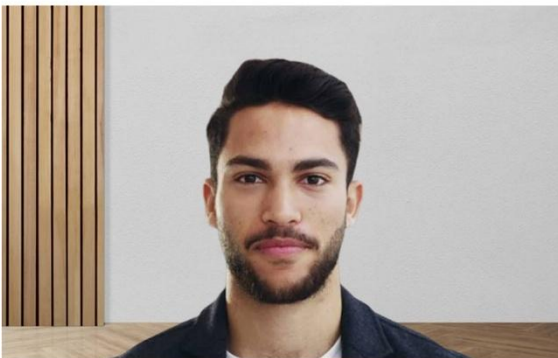


Image 3 - Capture a photo with your face fully centered and unobstructed ↑

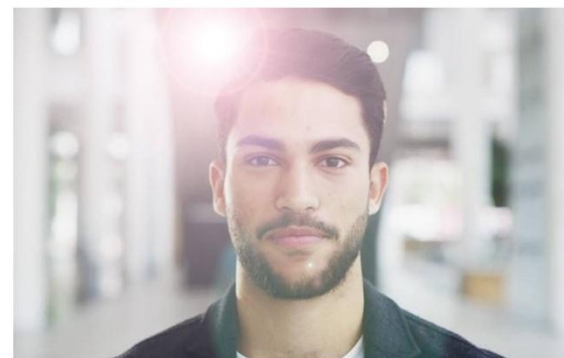


Image 4 - Ensure Good Lighting. Avoid backlighting (e.g., sitting with a window behind you). ↑



Image 5 - Avoid side angles or tilted head positions. ↑

## Guidelines for Room Scan

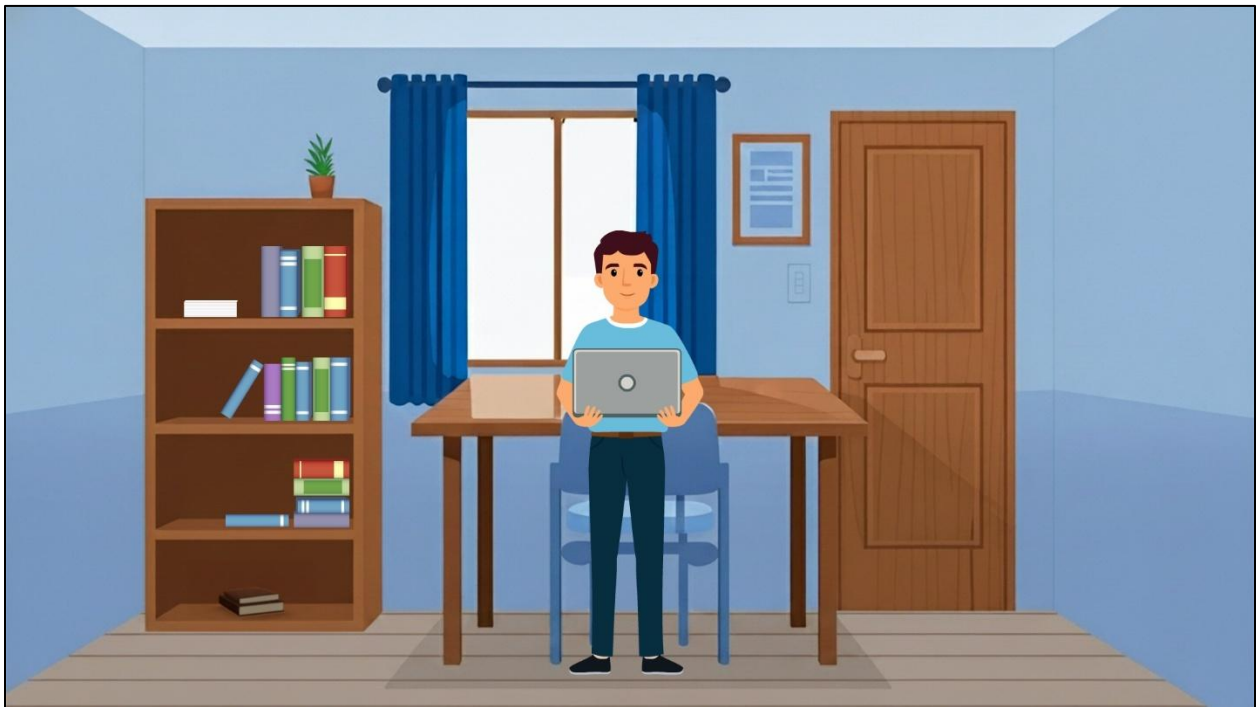
### Before You Start

Please ensure the following:

- Your desk is clear (no papers, books, phones, or any unpermitted resources).
- You are in a private room with no other people present.
- Your space is well-lit so your camera can capture your surroundings clearly.
- Move slowly and steadily during the scan and avoid blocking the camera's view — this helps the system read the room accurately.

### Step 1 — Show the Room

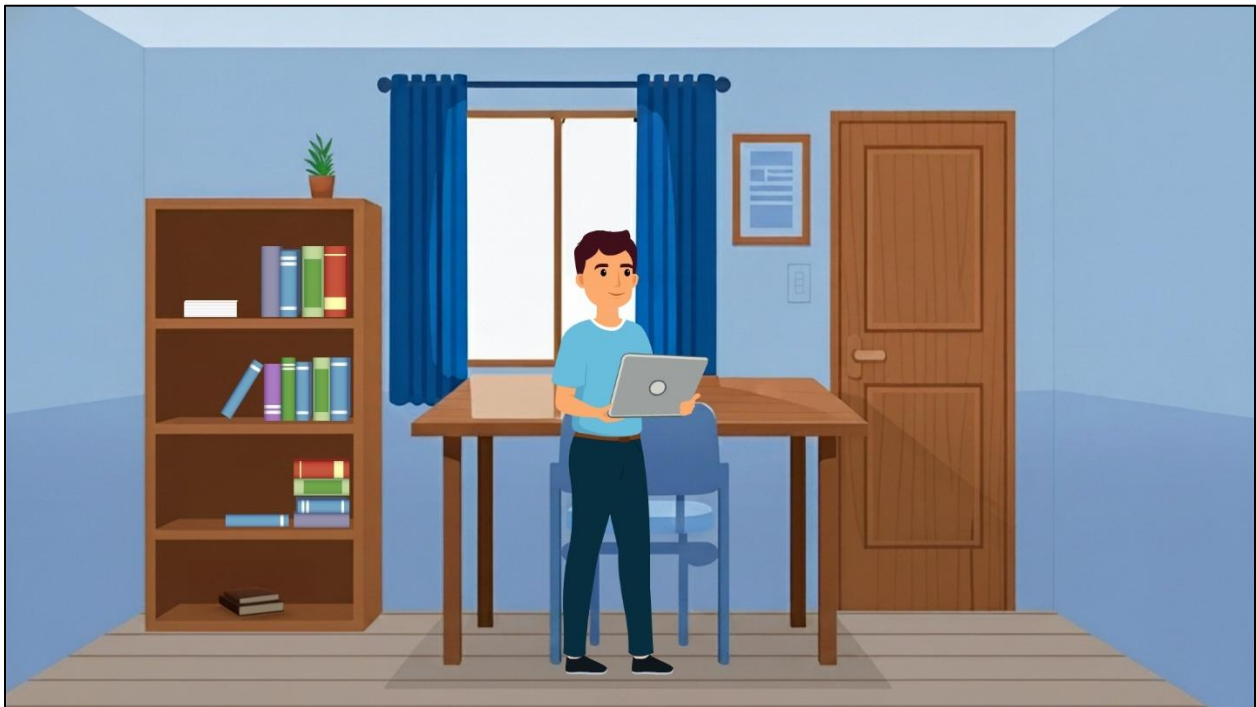
- Hold your laptop securely.



- Slowly rotate your laptop to show each side of the room (a full 360° scan, starting from your left, works best).



- Slowly rotate your laptop towards the right side of your room.



- While rotating, gently tilt the camera up to show the ceiling and down to show the floor along each wall.



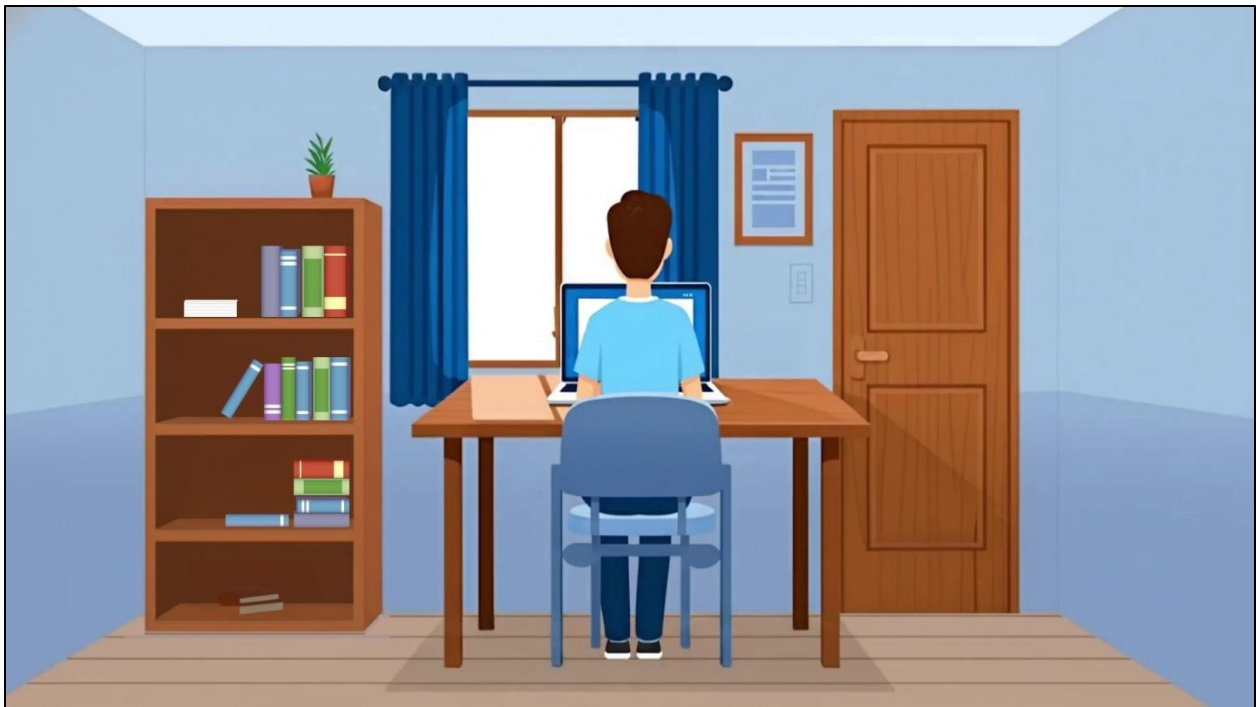
### Step 2 — Show Your Workspace

- With the laptop still in your hands, angle the camera to show the entire desktop surface, including all corners.
- Lift the laptop slightly to show under the desk and the floor area around your seating position.



### Step 3 — Return to Testing Position

- Place your laptop back on your desk in a stable position.



- Make sure your face is clearly visible and centered in the frame.

**Additional Tips:**

- Ensure adequate lighting in the room.
- Remove any study materials, electronic devices, or notes from the visible area.
- Avoid having other people in the room during the scan and assessment.
- Make sure your internet connection is stable before starting.

## Guidelines for Enabling Video Graphic Library

Before your online proctored exam begins, the system checks whether your device supports **graphics acceleration**, which is required for smooth and uninterrupted video streaming during the exam.

The proctoring application uses your computer's **graphics library (GPU)** to render LIVE video from your webcam and maintain a stable connection with the proctoring service. When graphic acceleration is enabled, video streams load faster, remain clear, and stay synchronized throughout the exam session.

If graphic acceleration is **disabled or unavailable**, you may experience:

- Lag or freezing in the webcam video
- Poor video quality
- Connection interruptions that could impact exam monitoring

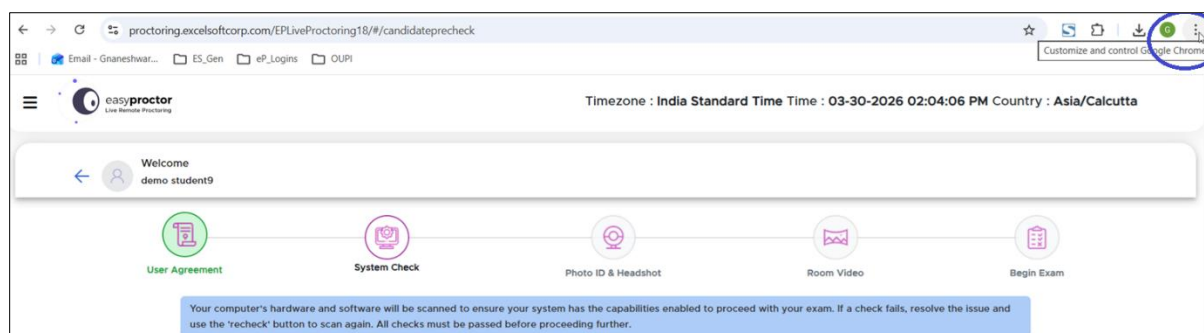
To ensure a reliable and secure exam experience, please follow the steps below to **navigate to your system or browser settings and enable graphic acceleration**. Completing this step in advance helps prevent technical issues and allows the exam to proceed smoothly without delays.

### Steps to enable the Graphic acceleration in browser

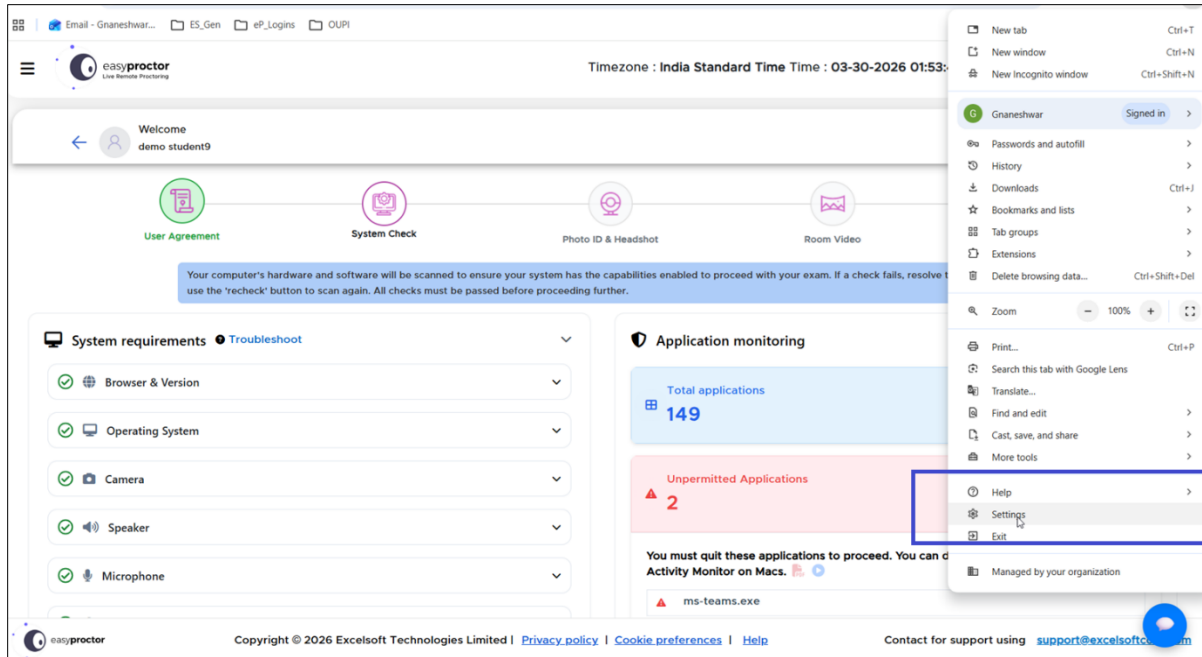
1. Click on the burger icon or the 3 vertical dots which is set to be the controls of browser.
2. Goto settings and click on the tab
3. Goto System from the LHS menu list and click on the same
4. Enable **'Use graphics acceleration when available'**

### Navigation Screenshots

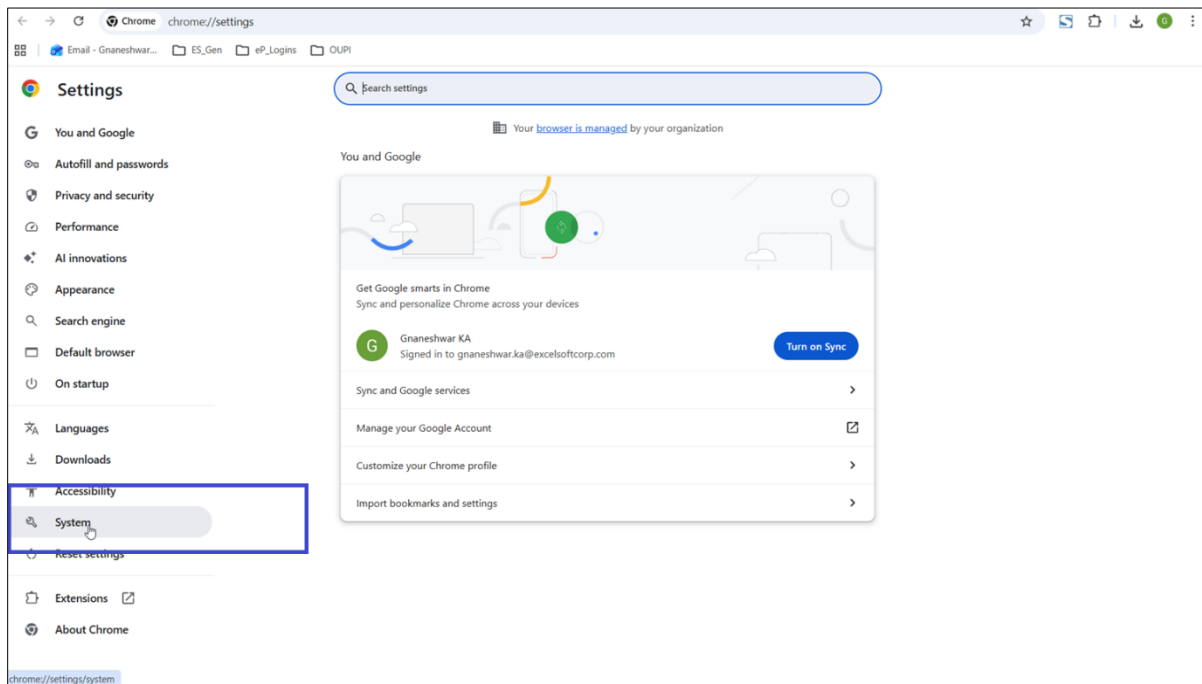
Click on the Burger icon



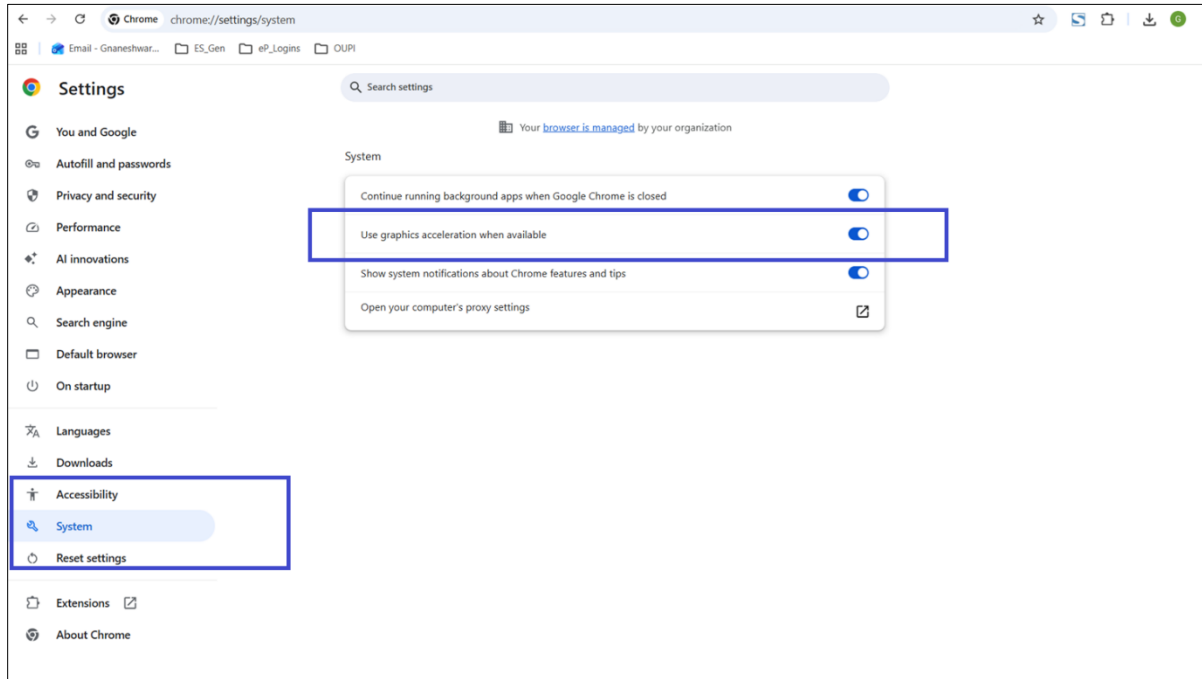
Click on the settings



Click on the System



Enable the ***‘Use graphics acceleration when available’***



## Having Technical Trouble?

Quick fixes for camera, microphone, speaker, and system settings for Windows OS and Mac OS.

Camera Troubleshooting: Enabling Permissions

- [Windows](#)
- [MAC](#)

Microphone Troubleshooting: Enabling Permissions

- [Windows](#)
- [MAC](#)

Pop-ups and Redirects Troubleshooting: Enabling Permissions

- [Windows](#)
- [MAC](#)

Speaker Troubleshooting: Ensuring Audio Output Works

- [Windows](#)
- [MAC](#)

Using process tracking during assessments

- [Windows](#)
- [MAC](#)

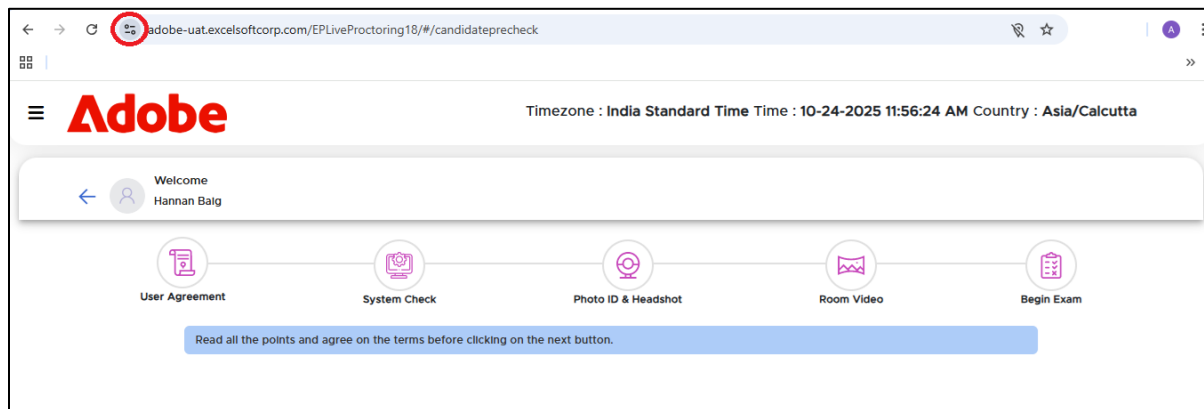
## Windows OS

### Camera Troubleshooting: Enabling Permissions

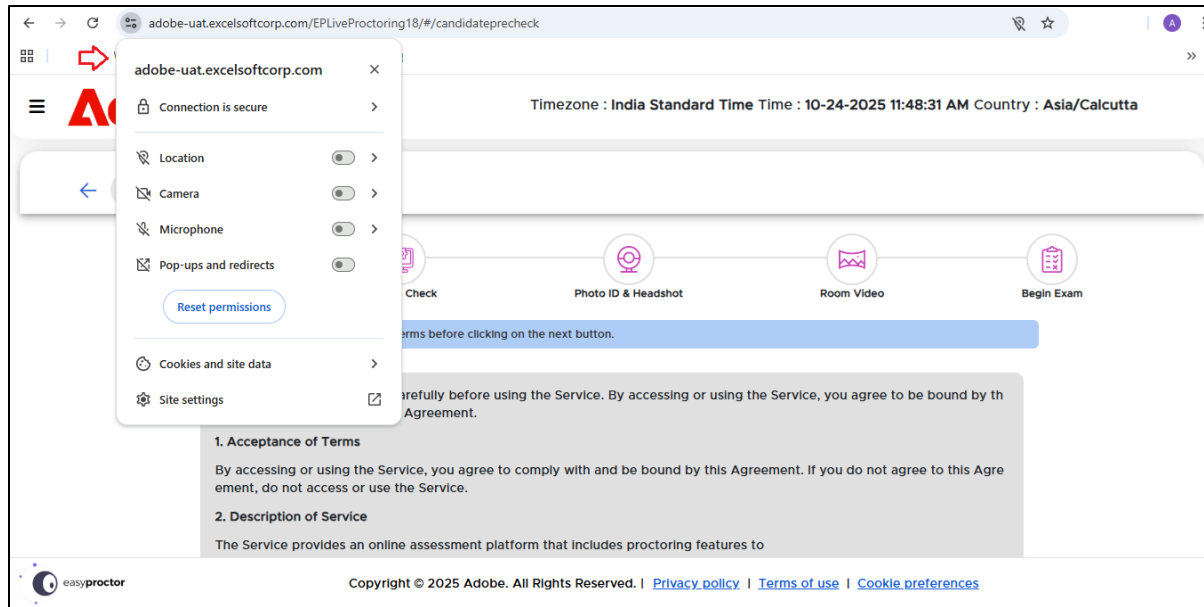
If you are experiencing issues with camera access during your proctored exam, try the following steps to grant the site the necessary camera permissions:

#### Step 1

1. Click the **View Site Information** icon located to the left of the address bar to open the site settings. In the image below, the icon is clearly marked in red to help you identify it easily.

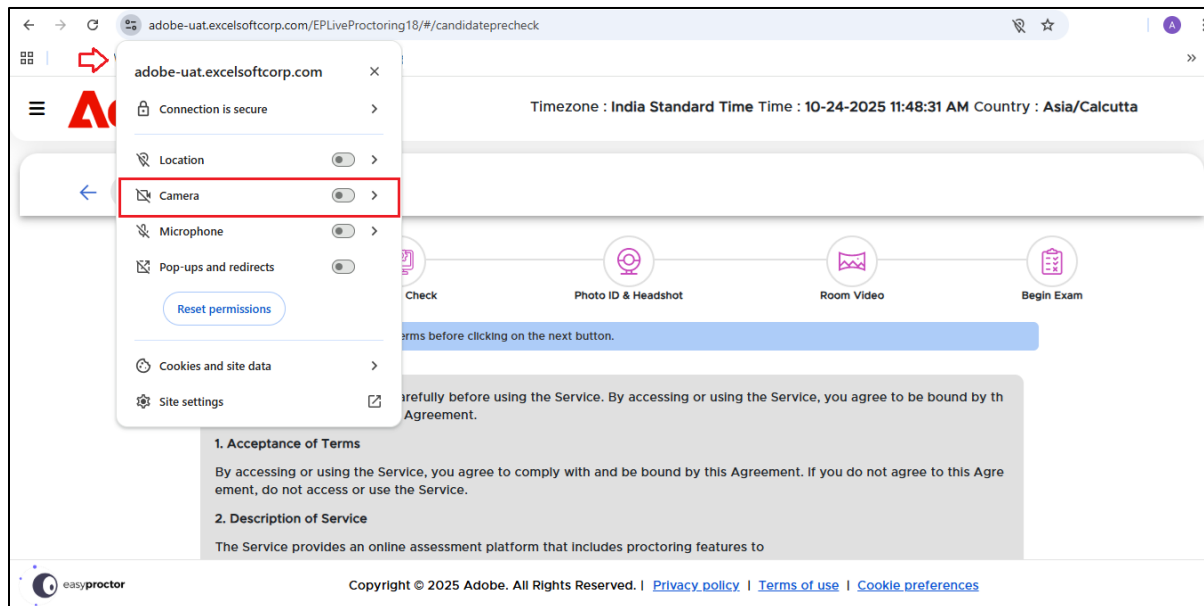


2. A dropdown will appear showing site-specific settings.

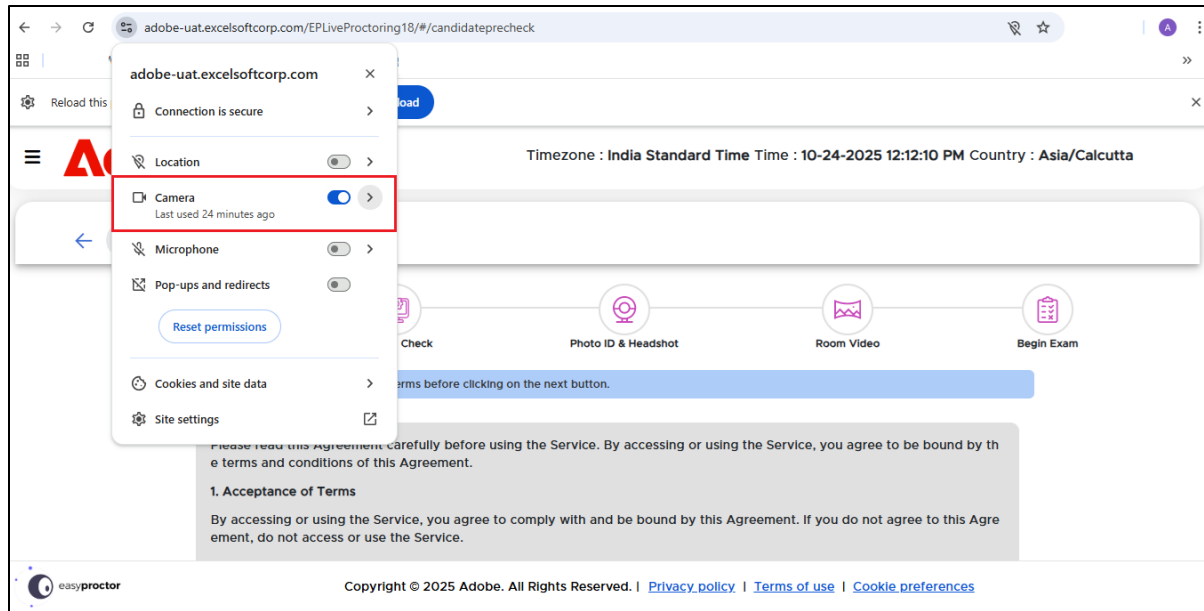


## Step 2: Check Camera Permissions

3. In the dropdown, look for Camera.



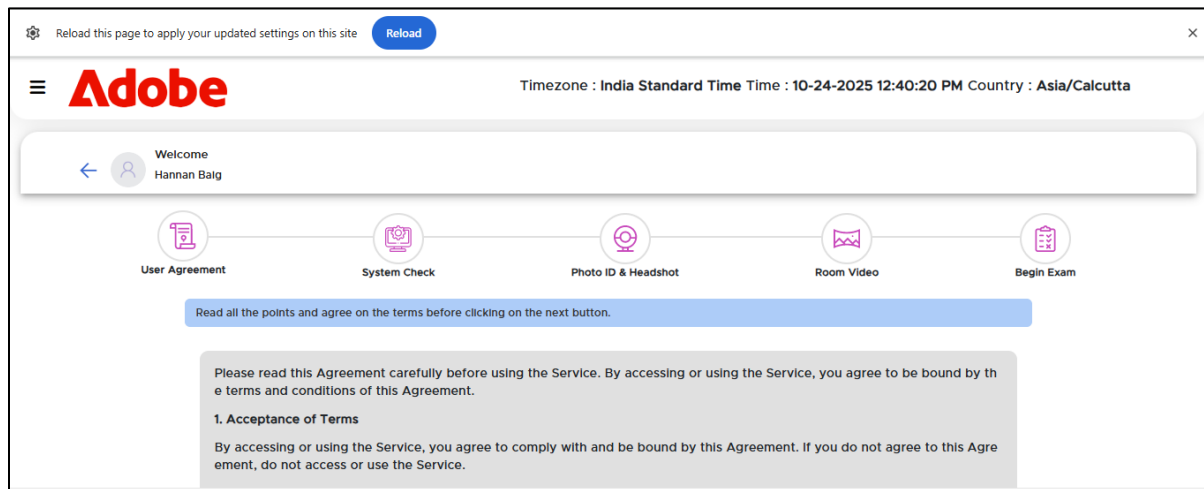
4. If the camera permission is set to **Blocked** or **Disabled**, click the **toggle switch** to turn it **on**.



5. Use **the arrow** next to it to view the camera permission details.
6. Click the **Close** icon to exit the site-specific settings panel.

### Step 3: Reload/ Refresh the Page

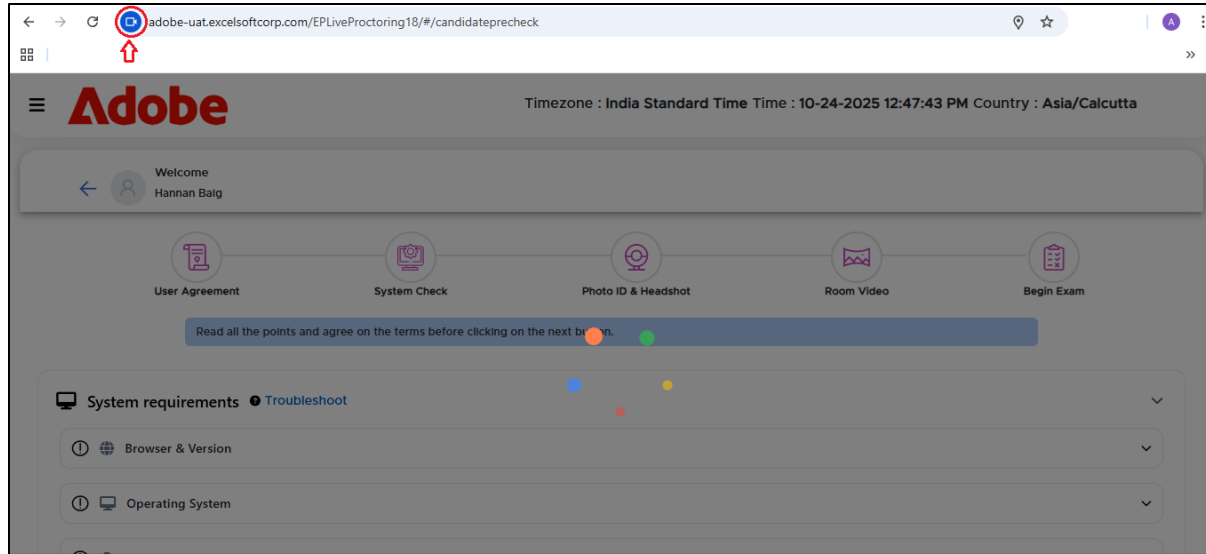
7. After changing the setting, your browser may prompt you to **reload the page** to apply the new permissions. Click **Reload** button.



8. You can also refresh the exam page to apply the new permissions.

### Step 4: Test the Camera

9. The system check screen should now detect your camera.

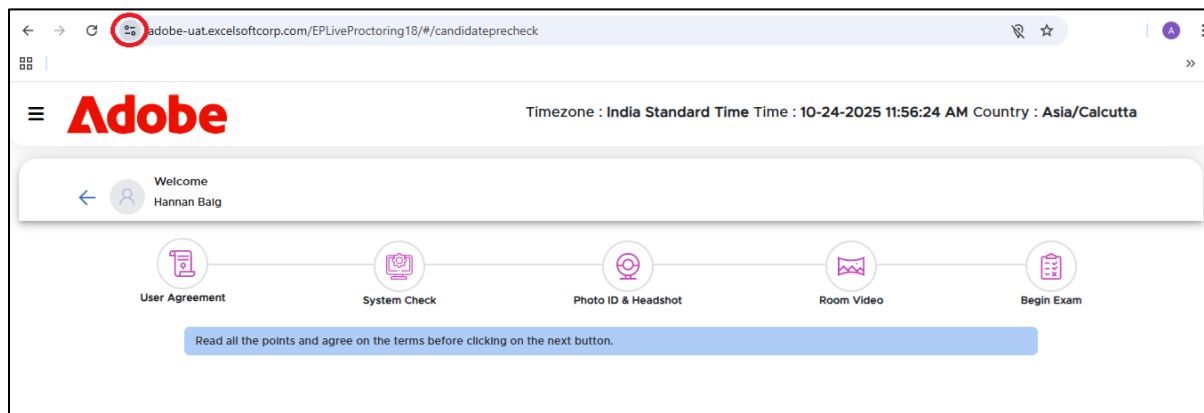


## Microphone Troubleshooting: Enabling Permissions

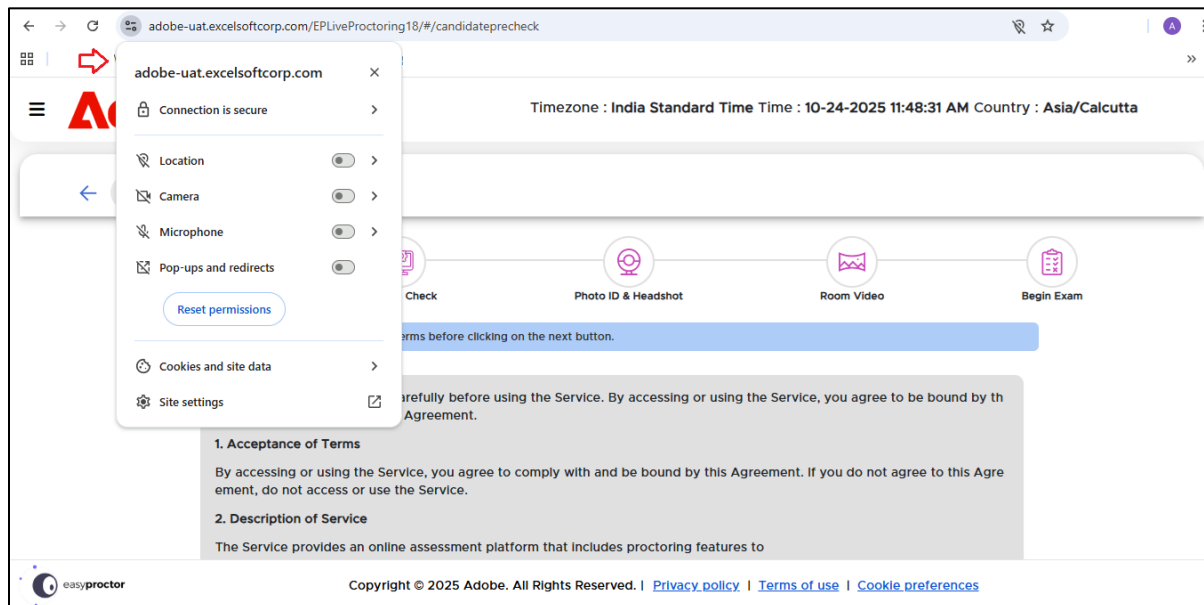
If your microphone is not working during the exam, follow these steps to ensure the site has permission to use it:

### Step 1: Open Site Settings

1. Click the **View Site Information** icon located to the left of the address bar to open the site settings. In the image below, the icon is clearly marked in red to help you identify it easily.

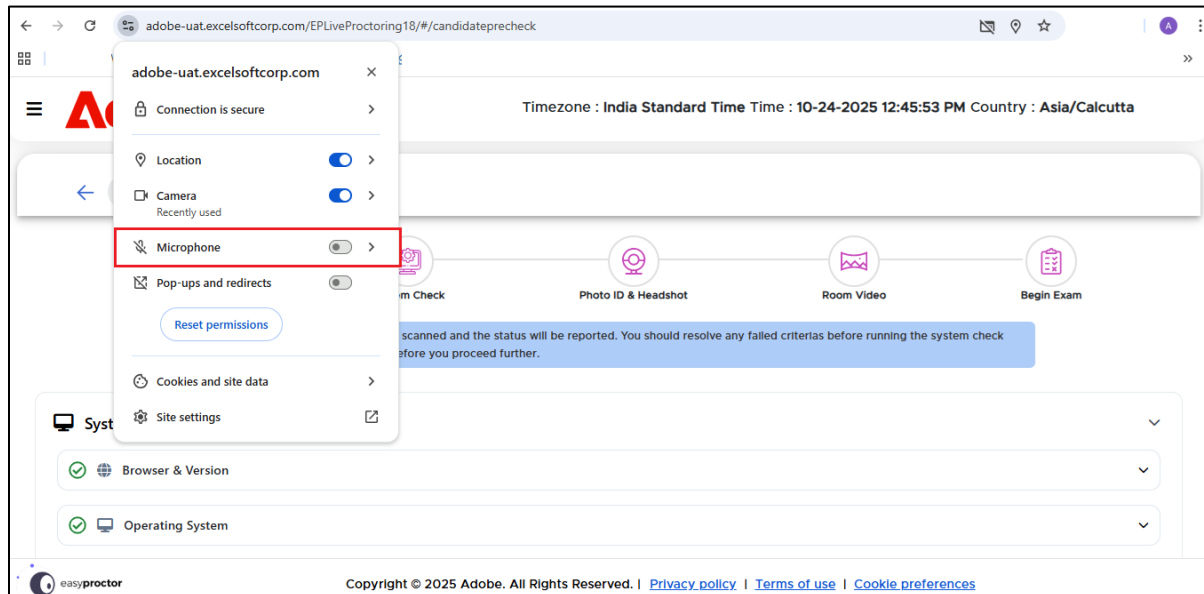


2. A dropdown will appear showing site-specific settings.

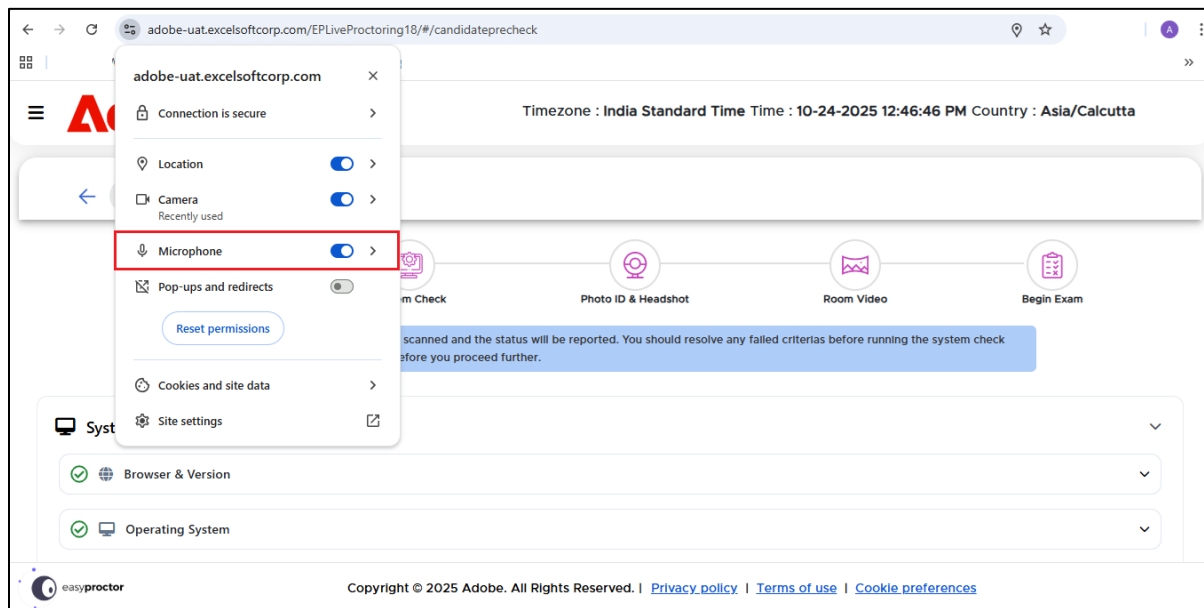


### Step 2: Check Microphone Permissions

3. Look for the **Microphone** setting in the list.



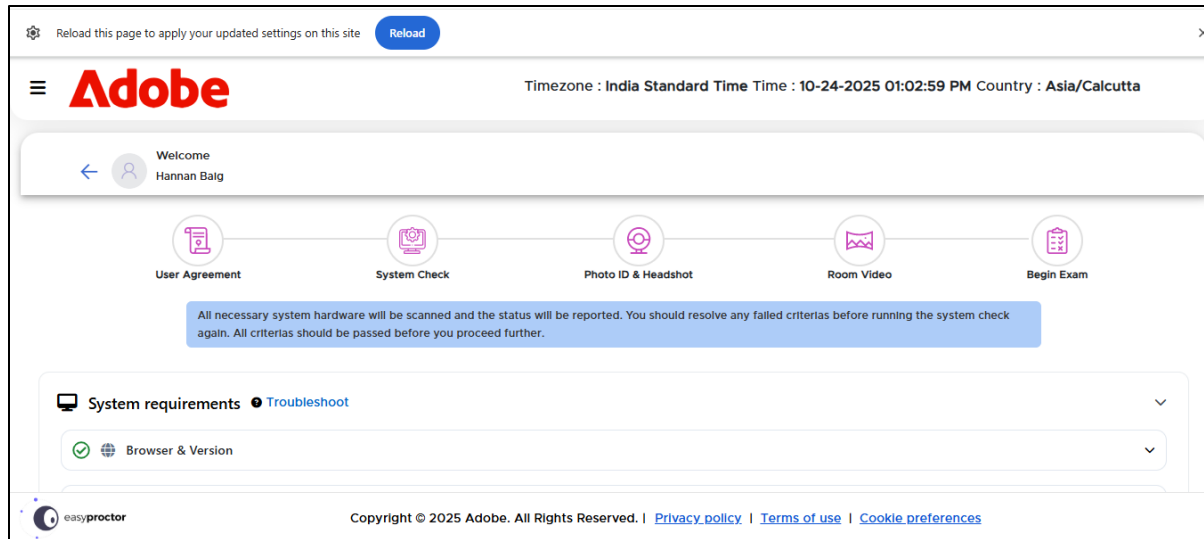
4. If it shows **Blocked** or **Disabled**, click the toggle switch to turn it on.



5. Click the **Close** icon to exit the site settings dropdown.

### Step 3: Reload / refresh the Page

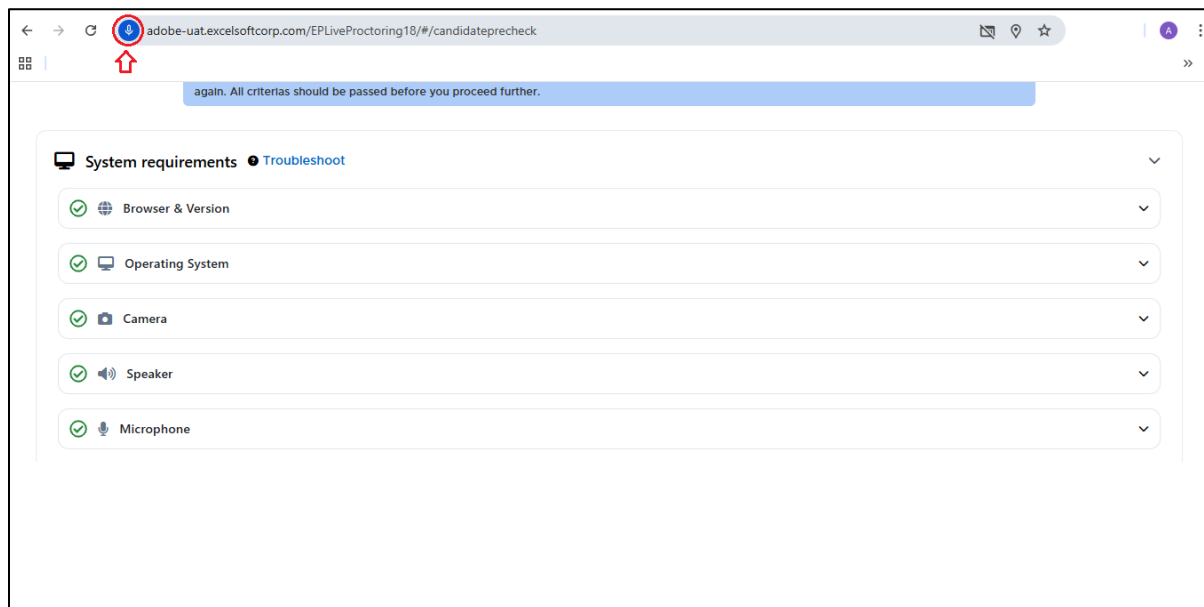
6. After changing the setting, your browser may prompt you to **reload the page** to apply the new permissions. Click **Reload** button.



7. You can also refresh the exam page to apply the new permissions.

#### Step 4: Test the Microphone

8. The system check screen should now detect your microphone.

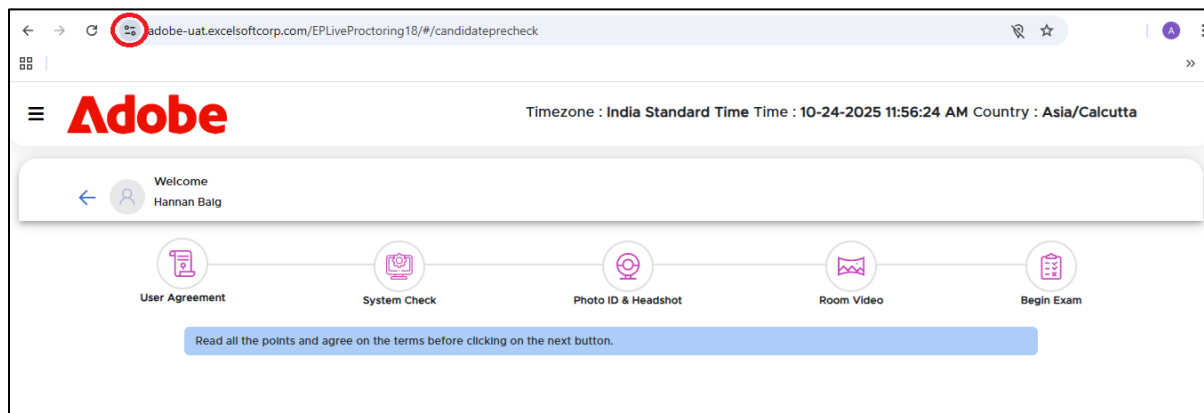


## Pop-ups and Redirects Troubleshooting: Enabling Permissions

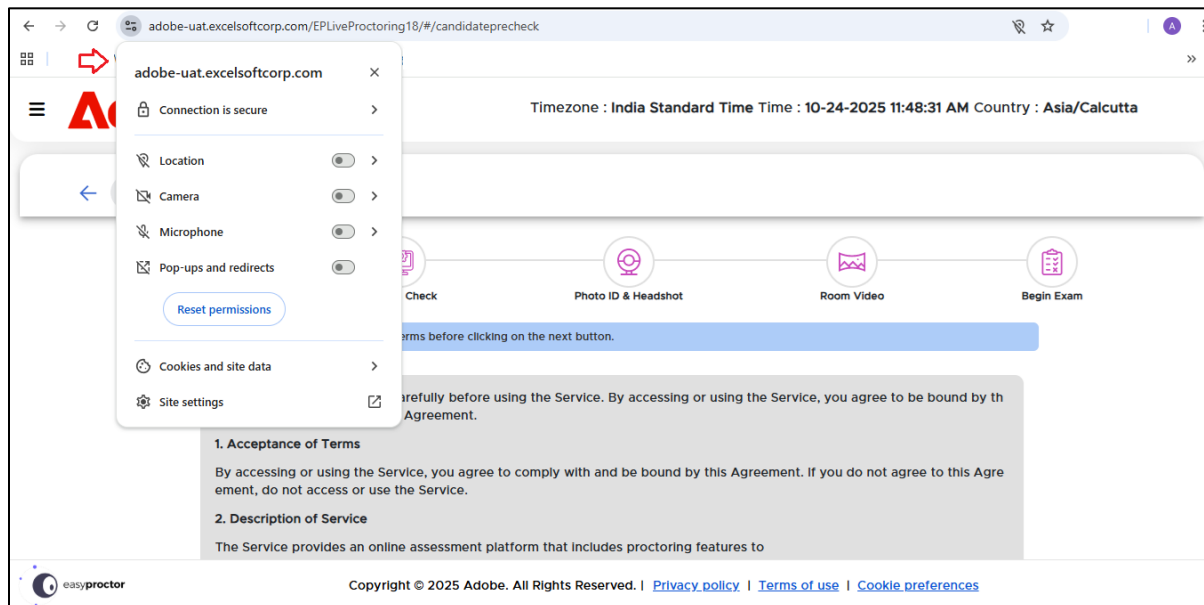
If pop-ups or redirects are not working during your exam, follow these steps to allow them for the exam site:

### Step 1: Open Site Settings

1. Click the **View Site Information** icon located to the left of the address bar to open the site settings. In the image below, the icon is clearly marked in red to help you identify it easily.

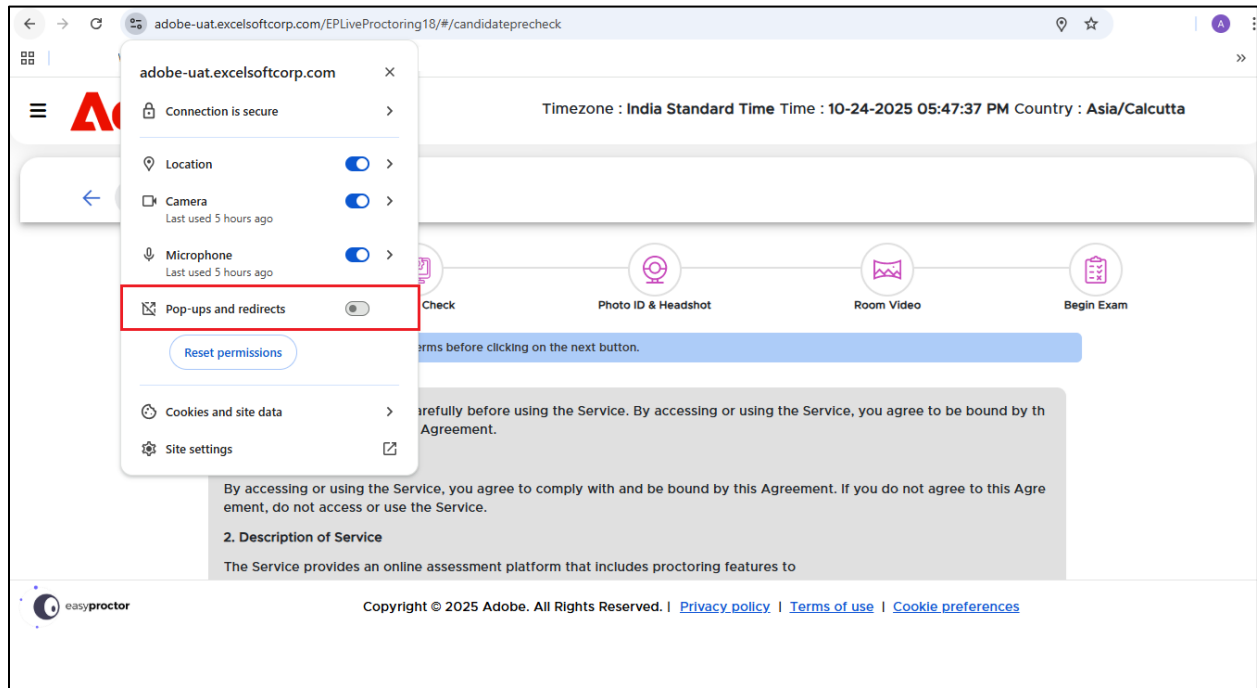


2. A dropdown will appear showing site-specific settings.

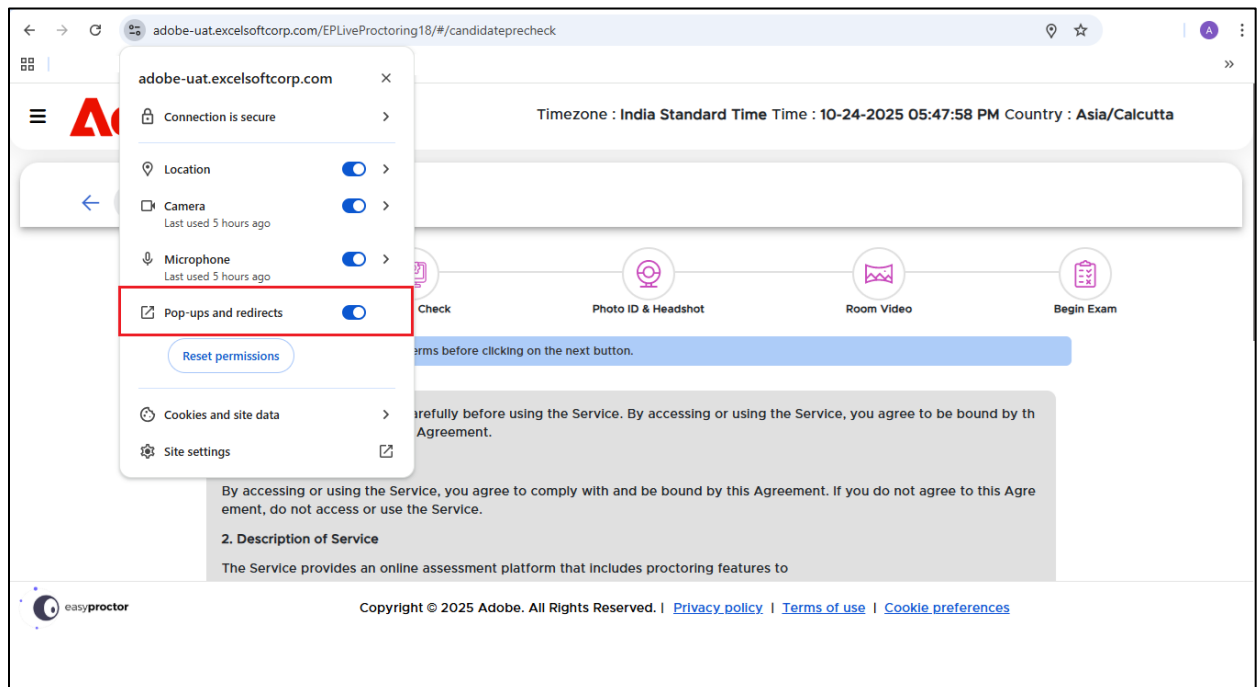


### Step 2: Locate Pop-ups and Redirects

3. In the settings list, find the **Pop-ups and Redirects** option.



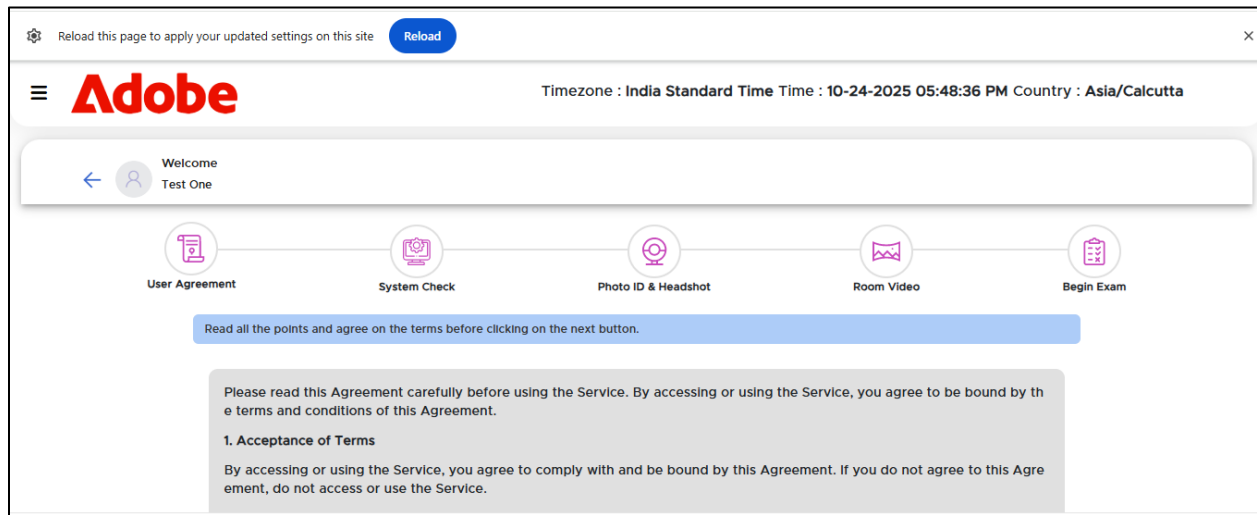
4. If it's set to **Blocked** or **Disabled**, click the toggle switch to turn it on.



5. Click the **Close** icon to exit the site settings dropdown.

**Step 3: Reload / refresh the Page**

6. After changing the setting, your browser may prompt you to **reload the page** to apply the new permissions. Click **Reload** button.



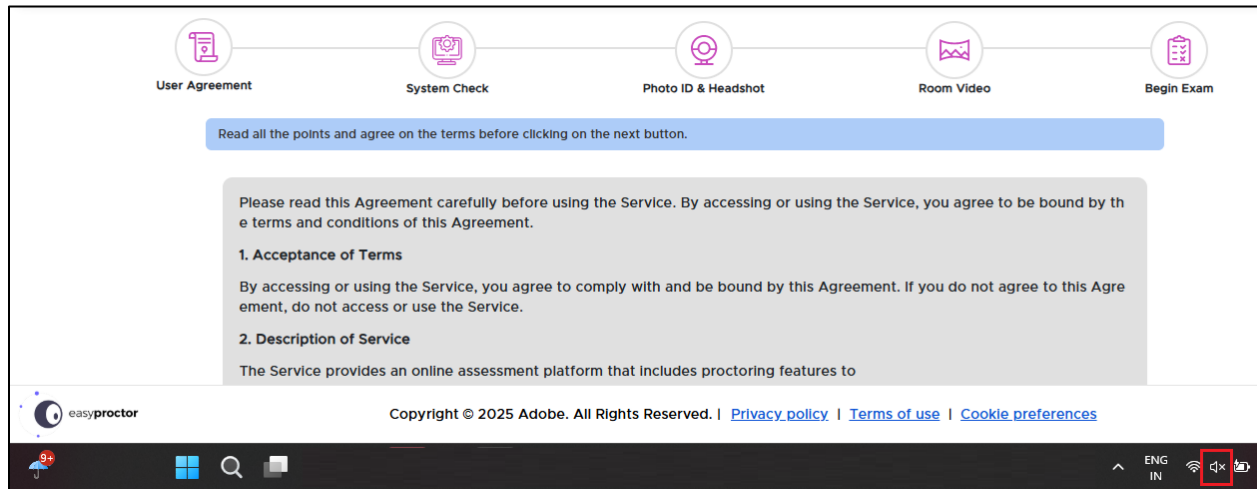
7. You can also **refresh the exam page** to apply the new permissions.

## Speaker Troubleshooting: Ensuring Audio Output Works

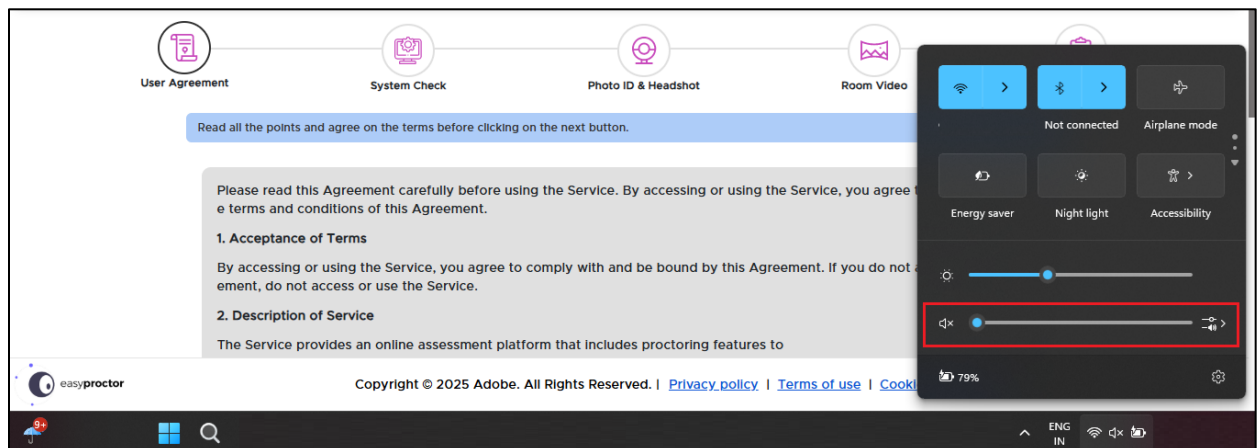
If you are experiencing issues with your speakers during the proctored exam, follow these steps to enable them.

### Step 1: Check Volume Control

1. Locate the **Speaker** icon in the bottom-right corner of your taskbar.



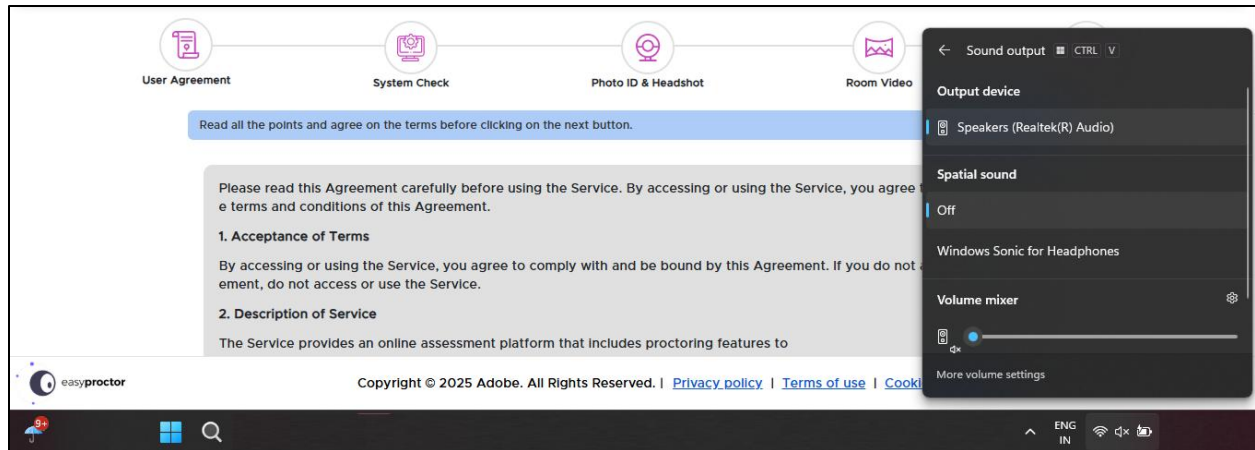
2. Click the **Speaker** icon to open the volume control panel.



- If the volume is **too low**, drag the slider to increase it.
  - If your **speaker is muted**, click the mute icon to turn the sound back on.
3. Your speaker should now be active. If you still do not hear any sound, continue to the next step for further troubleshooting.

### Step 2: Check Output Device

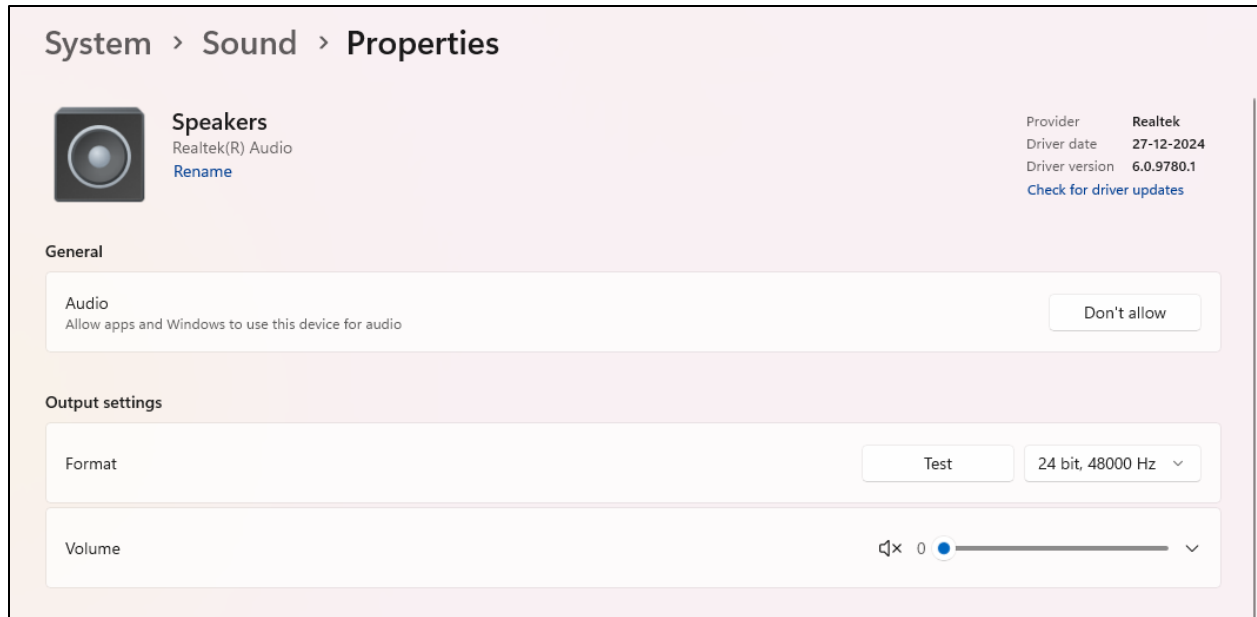
4. Right-click the **Speaker** icon in the taskbar.



5. Click on **More volume settings** link.
6. You will navigate to the **Sound settings** page as shown below.



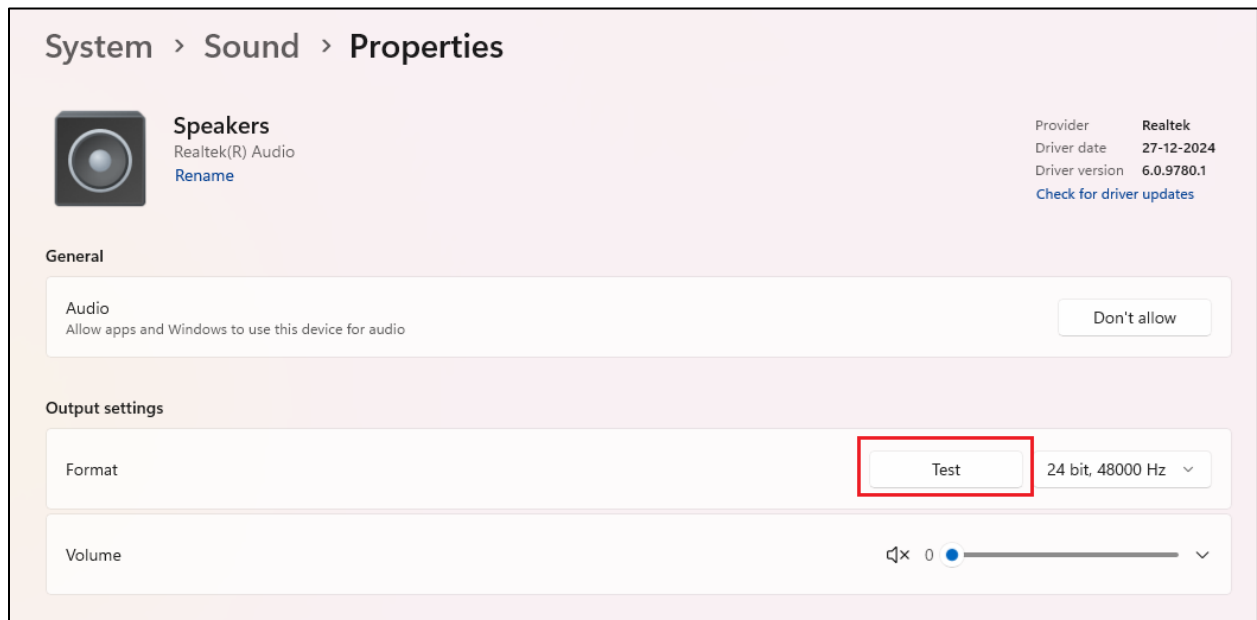
7. In the **Sound Settings** window, go to the **Output** section and click on **Speaker's** option.



8. Choose the correct speaker or audio device from the list.

### Step 3: Test the Speaker

9. After selecting the correct output device, click **Test** under the output settings.



10. If you hear sound, your speaker is working properly.

11. If not, check the volume slider again—make sure it's not muted or too low—and repeat the test.

System > Sound > Properties



Speakers

Realtek(R) Audio

[Rename](#)

ProviderRealtek

Driver date27-12-2024

Driver version6.0.9780.1

[Check for driver updates](#)

General

Audio

Allow apps and Windows to use this device for audio

Don't allow

Output settings

Format

Test

24 bit, 48000 Hz

Volume

100

## Using the Process Tracker During Assessments

Before starting your assessment, you must download and install the **Process Tracker** application from the dashboard. This tool runs in the background and monitors for any **unpermitted applications** that should not be open during the assessment.

### Key Guidelines

- **Download and Install:** Ensure the Process Tracker is installed and running before beginning the assessment.
- **Monitoring:** The Process Tracker will automatically detect any unpermitted applications.
- **Action Required:** If an unpermitted application is detected:
  1. Open **Task Manager**.
  2. Locate the unpermitted application.
  3. **End the Task** for that application.
- **Repeat if Necessary:** If you open any unpermitted applications during the assessment, you must repeat the above steps to close them before continuing.

## How to close applications from Task manager

1. Open Task manager by pushing CTRL+ALT+DEL or CTRL+SHIFT+ESC
2. Search for the applications listed within Unpermitted Application section. (Ex. Slack)
3. Right click on the process for having the options to end the task
4. Click on 'End Task'
5. Repeat the same step for all the process until it displays 0 within the unpermitted section.
6. Once all the unpermitted applications are closed, you will be displayed with Next button to proceed with Photo ID capture.

## Steps to follow

Right hand side list the applications running and also unpermitted applications. The number in the red section represents the total number of applications which are marked as unpermitted and is not safe for online assessments.

The screenshot displays the Adobe assessment interface. At the top, the Adobe logo is on the left, and the timezone and time are on the right: "Timezone : India Standard Time Time : 06-03-2026 04:05:06 PM Country : Asia/Calcutta". Below this is a navigation bar with a back arrow, a user profile icon, and the text "Welcome Kiran K".

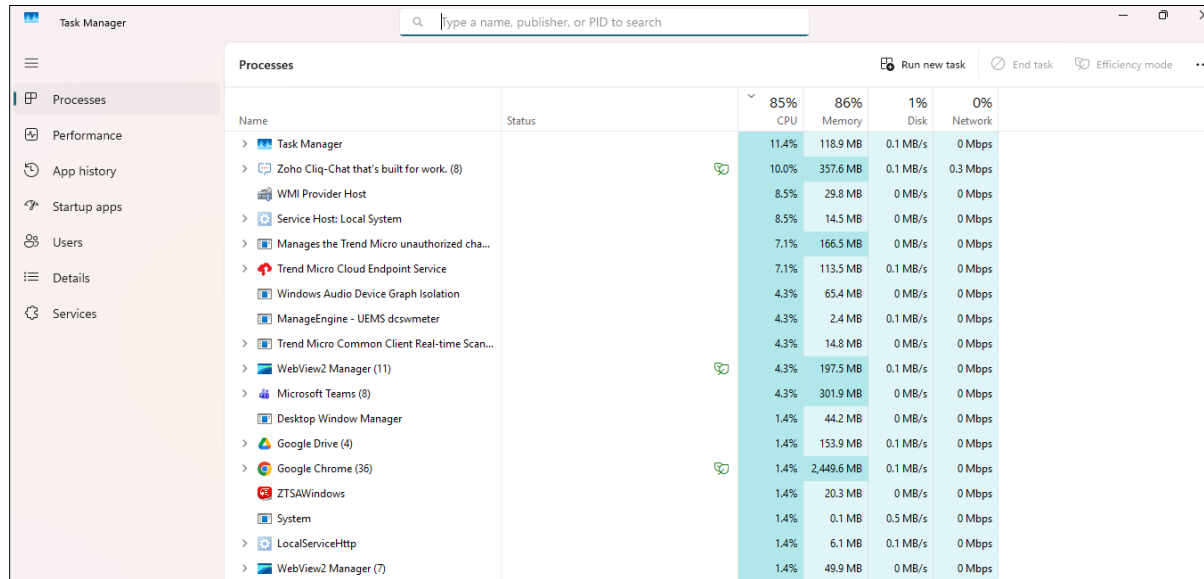
The main content area features a progress bar with five steps: "User Agreement" (completed), "System Check" (active), "Photo ID & Headshot", "Room Video", and "Begin Exam". Below the progress bar is a blue notification box stating: "Your computer's hardware and software will be scanned to ensure your system has the capabilities enabled to proceed with your exam. If a check fails, resolve the issue and use the 'recheck' button to scan again. All checks must be passed before proceeding further."

The interface is divided into two main sections:

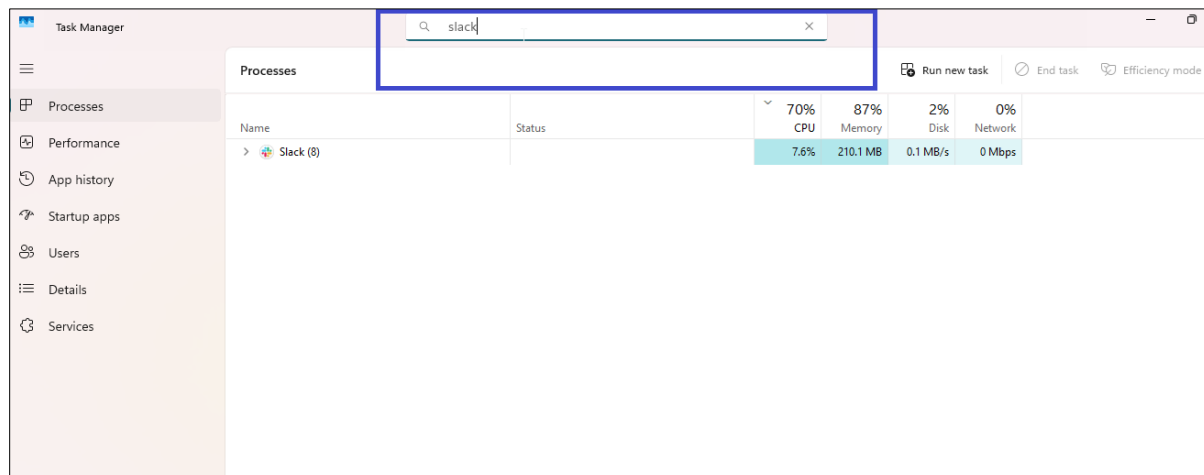
- System requirements** (left): A list of checks, each with a green checkmark and a dropdown arrow. The checks are: Browser & Version, Operating System, Camera, Speaker, Microphone, Internet Speed, Popup Blocker, Cookies, Streaming Readiness Verification, and Video Graphic Library Verification.
- Application monitoring** (right): A section showing the total number of applications (123) and a red section for "Unpermitted Applications" (2). Below this, a message states: "You must quit these applications to proceed. You can do so using Task Manager on PCs or Activity Monitor on Macs." The unpermitted applications listed are "ms-teams.exe" and "SnippingTool.exe".

At the bottom of the interface are two buttons: "Retest" and "Previous".

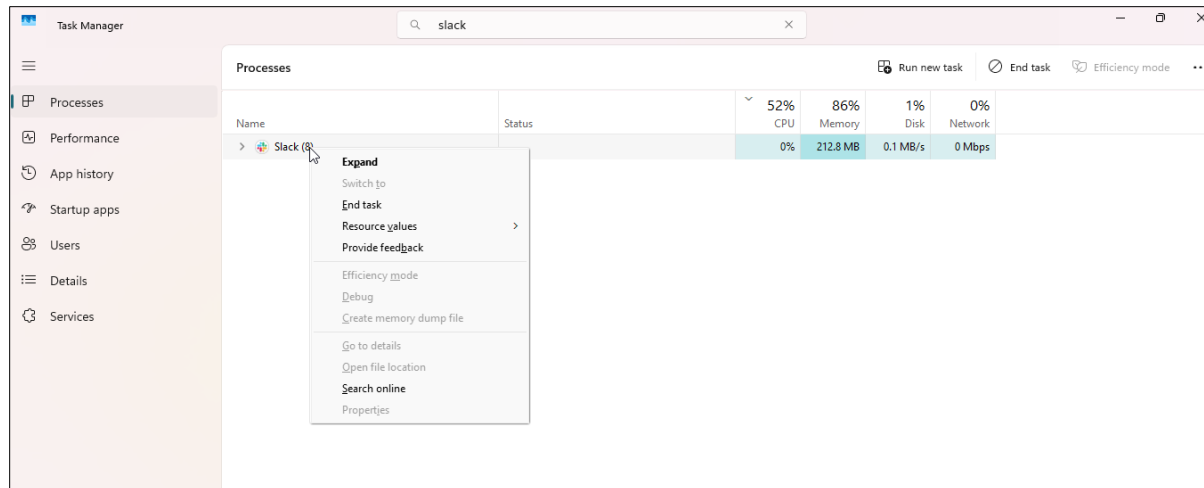
You will not be allowed to move to the next section until all unpermitted applications are closed from your system. To close the applications, open Task manager by pushing CTRL+ALT+DELETE or CTRL+SHIFT+ESC.



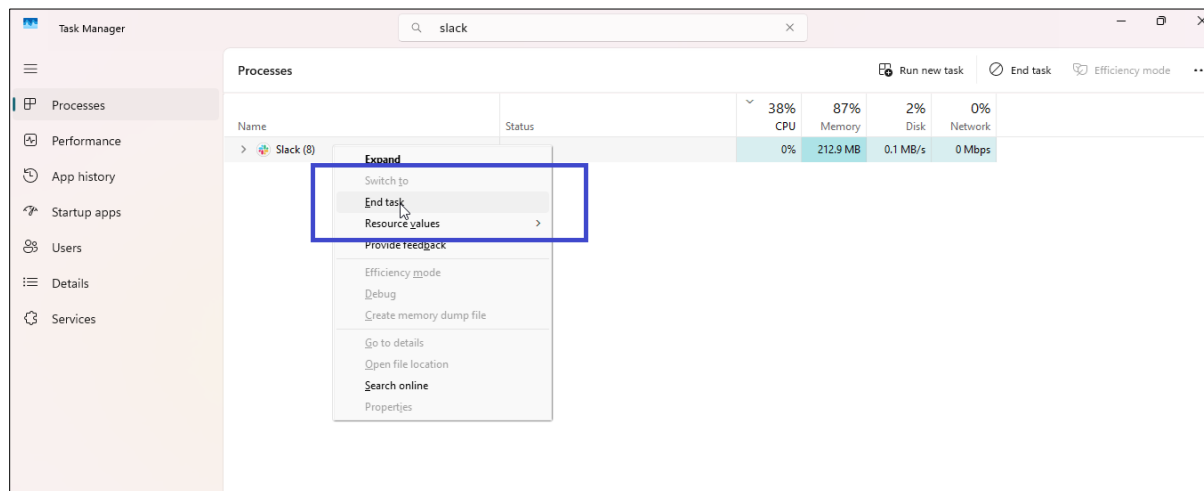
Search for the application which you want to end the task



Right click on the application to view the options to perform actions



Click on End Task to end the applications.



Repeat this step to end all unpermitted applications.

After all unpermitted applications are closed, you will be displayed with 0 within the process tracker section.

You will be allowed to navigate to next step for capturing the Photo ID and headshot.

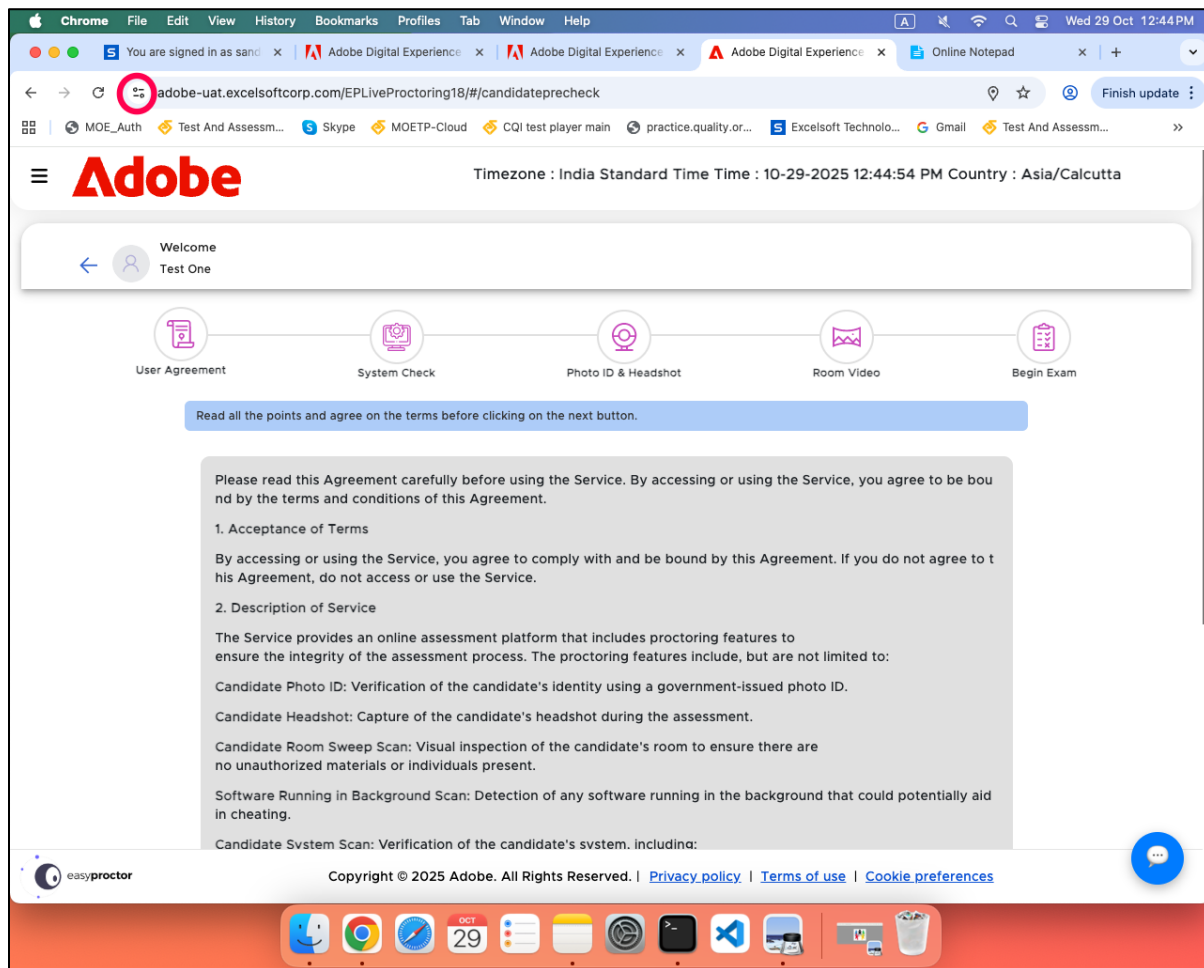
## Mac OS

### Camera Troubleshooting: Enabling Permissions

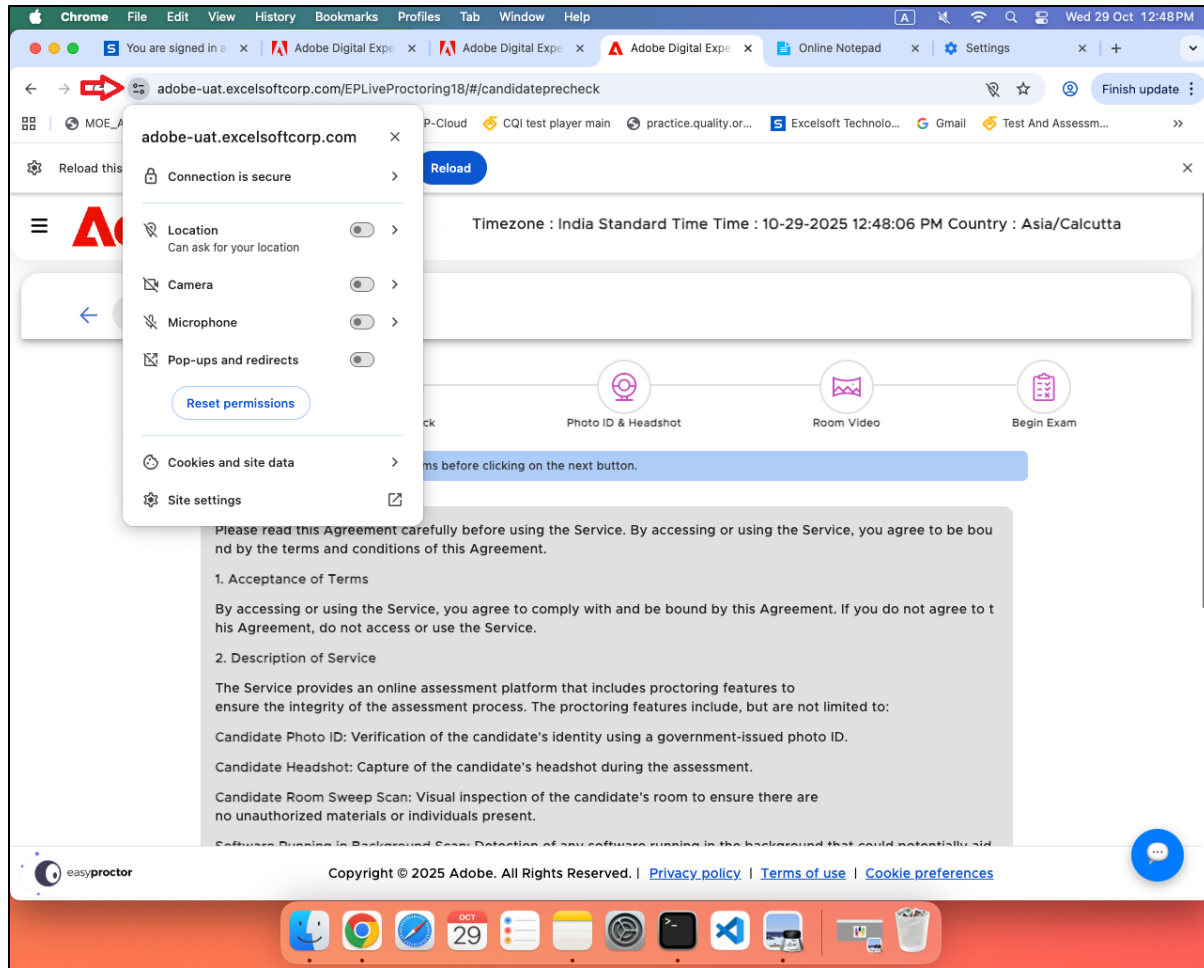
If you are experiencing issues with camera access during your proctored exam, try the following steps to grant the site the necessary camera permissions:

#### Step 1

1. Click the **View Site Information** icon located to the left of the address bar to open the site settings. In the image below, the icon is clearly marked in red to help you identify it easily.

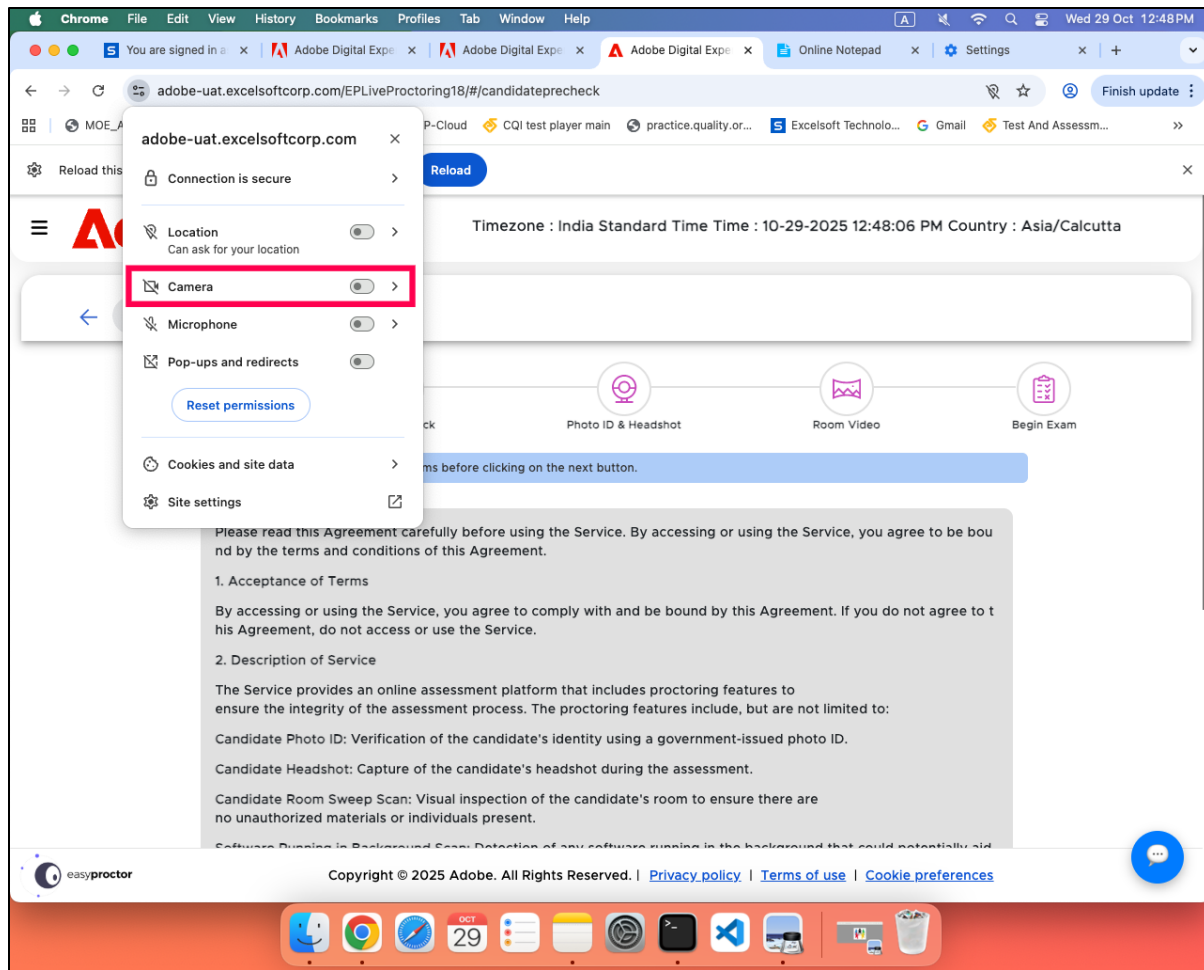


2. A dropdown will appear showing site-specific settings.

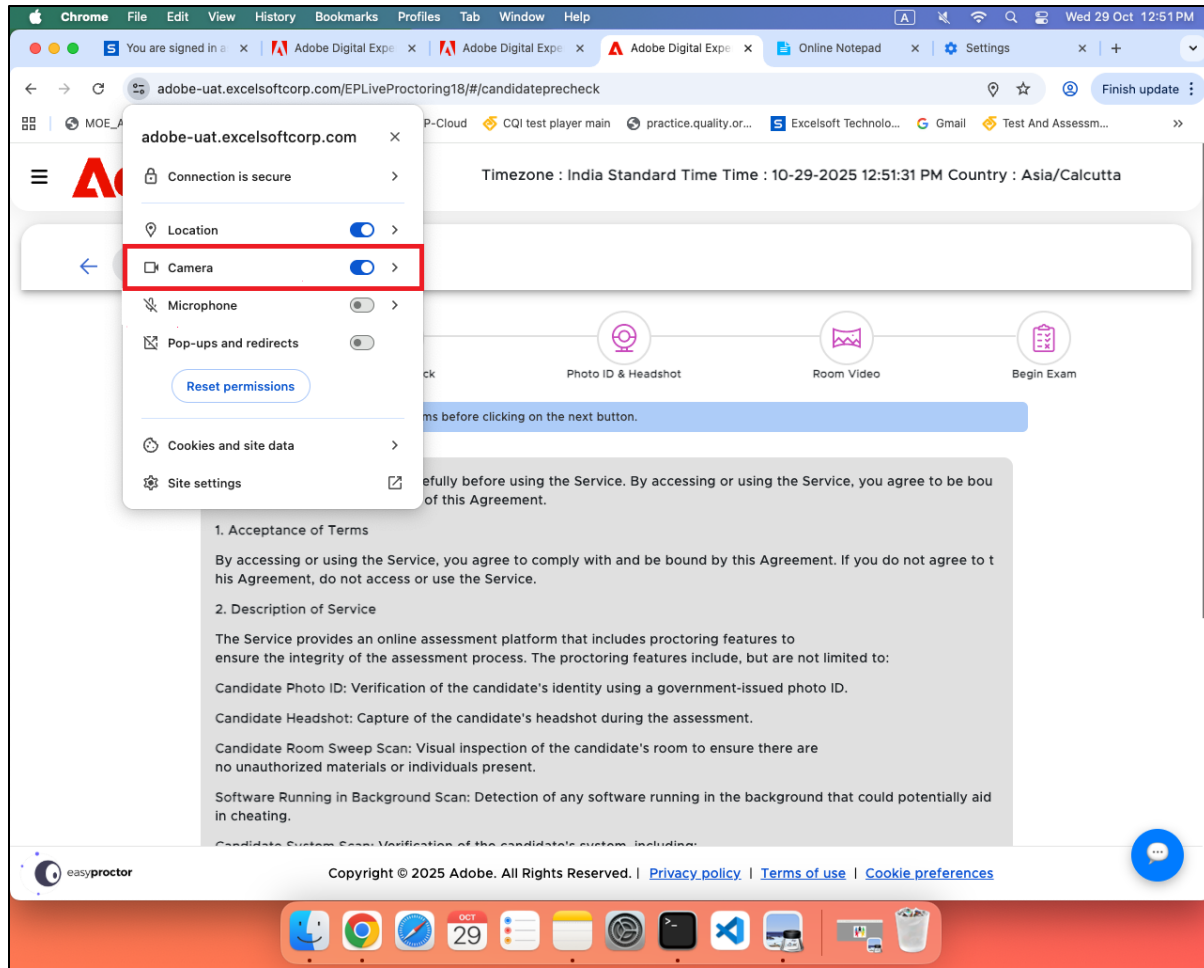


## Step 2: Check Camera Permissions

3. In the dropdown, look for Camera.



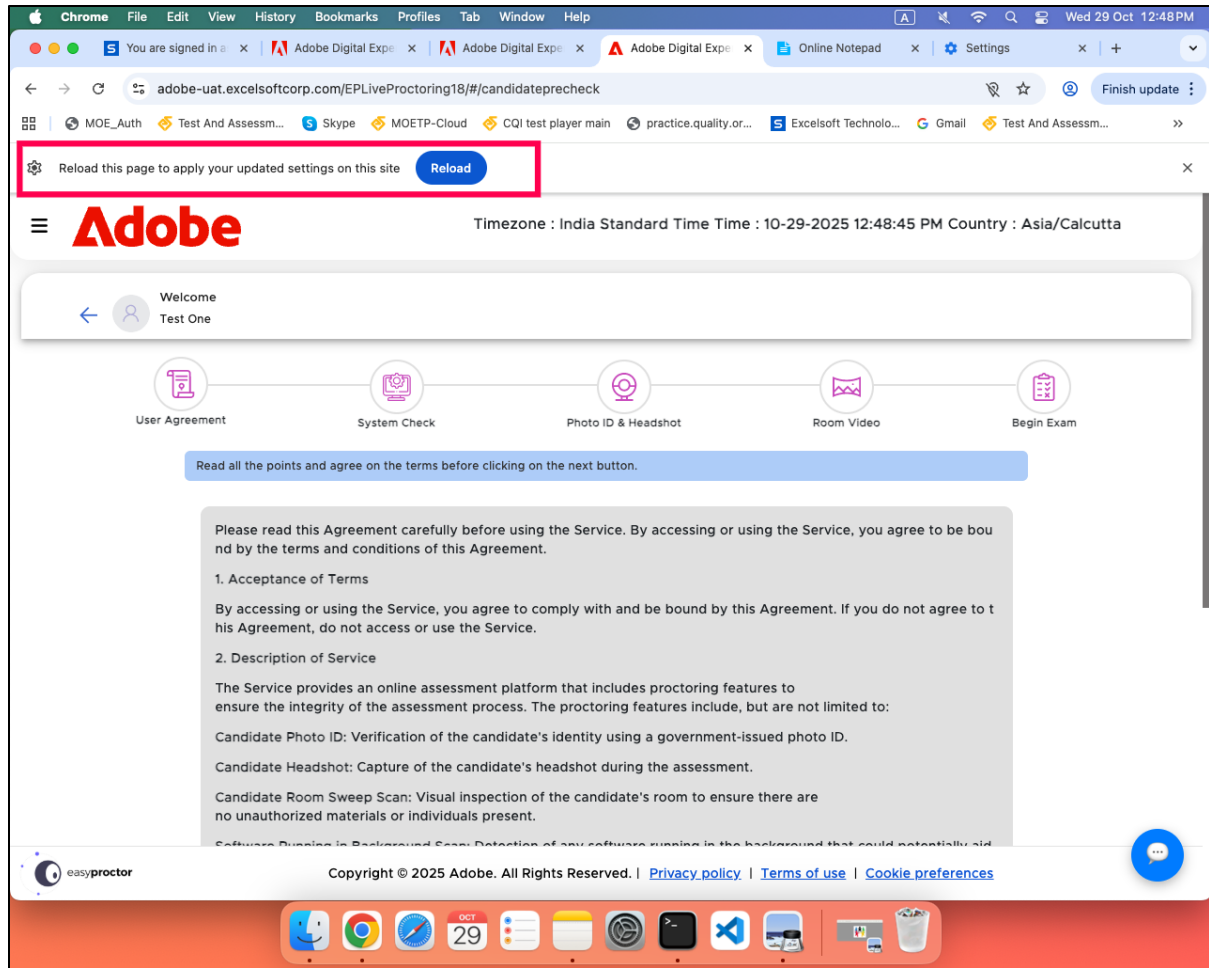
4. If the camera permission is set to **Blocked** or **Disabled**, click the **toggle switch** to turn it **on**.



5. Use **the arrow** adjacent to the toggle switch to view the camera permission details.
6. Click the **Close** icon to exit the site-specific settings panel.

### Step 3: Reload/ Refresh the Page

7. After changing the setting, your browser may prompt you to **reload the page** to apply the new permissions. Click **Reload** button.



You can also refresh the exam page to apply the new permissions.

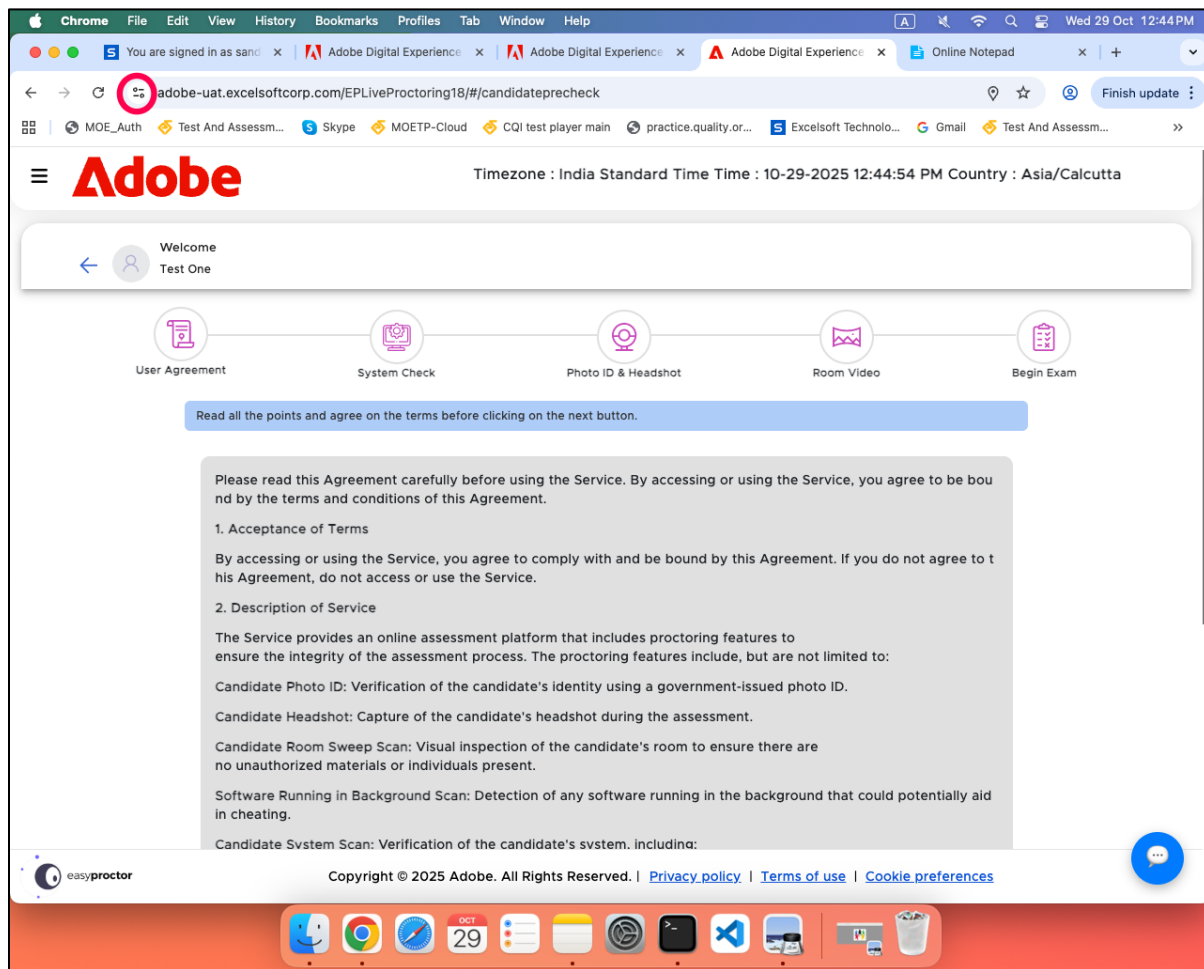
8. The system check screen should now detect your camera.

## Microphone Troubleshooting: Enabling Permissions

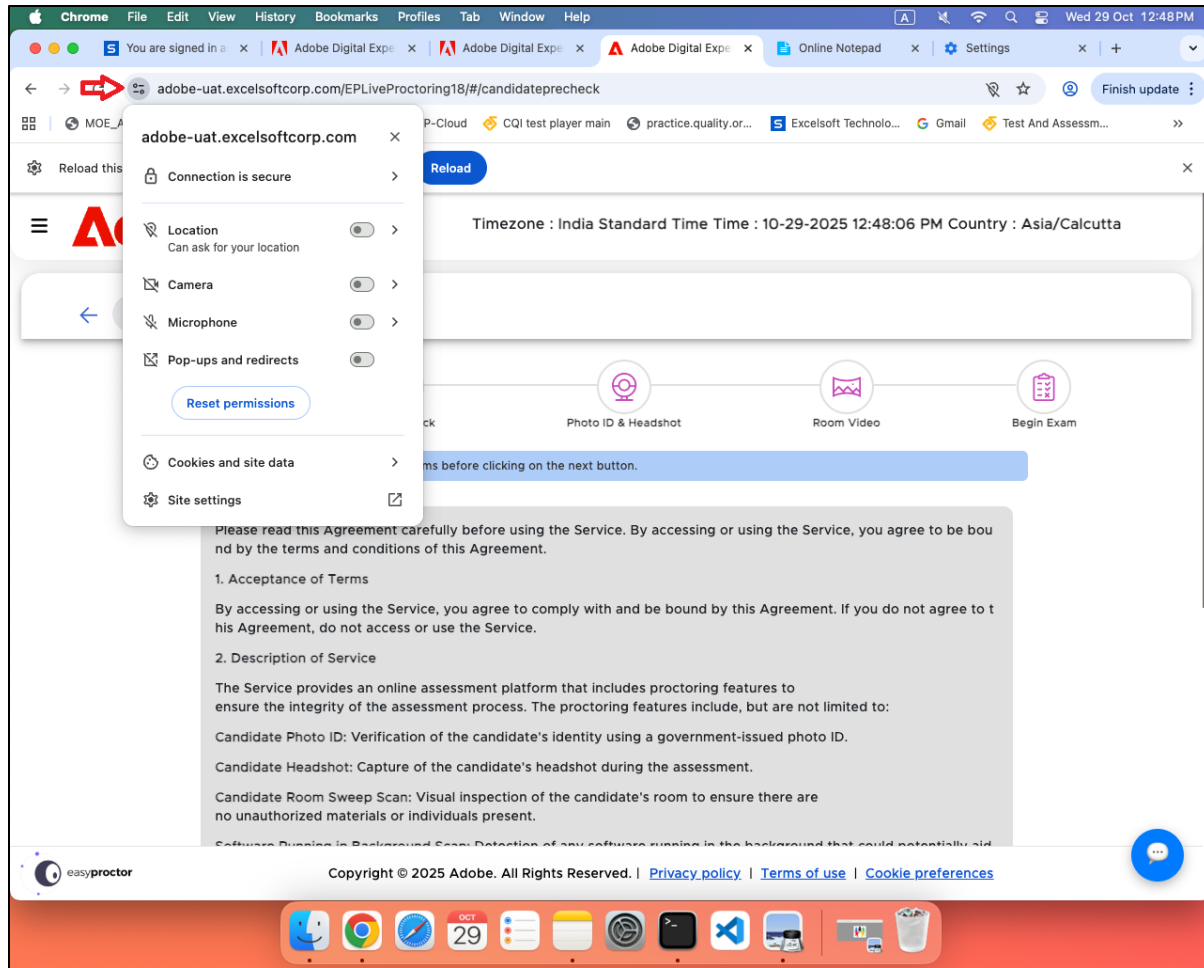
If your microphone is not working during the exam, follow these steps to ensure the site has permission to use it:

### Step 1: Open Site Settings

1. Click the **View Site Information** icon located to the left of the address bar to open the site settings. In the image below, the icon is clearly marked in red to help you identify it easily.

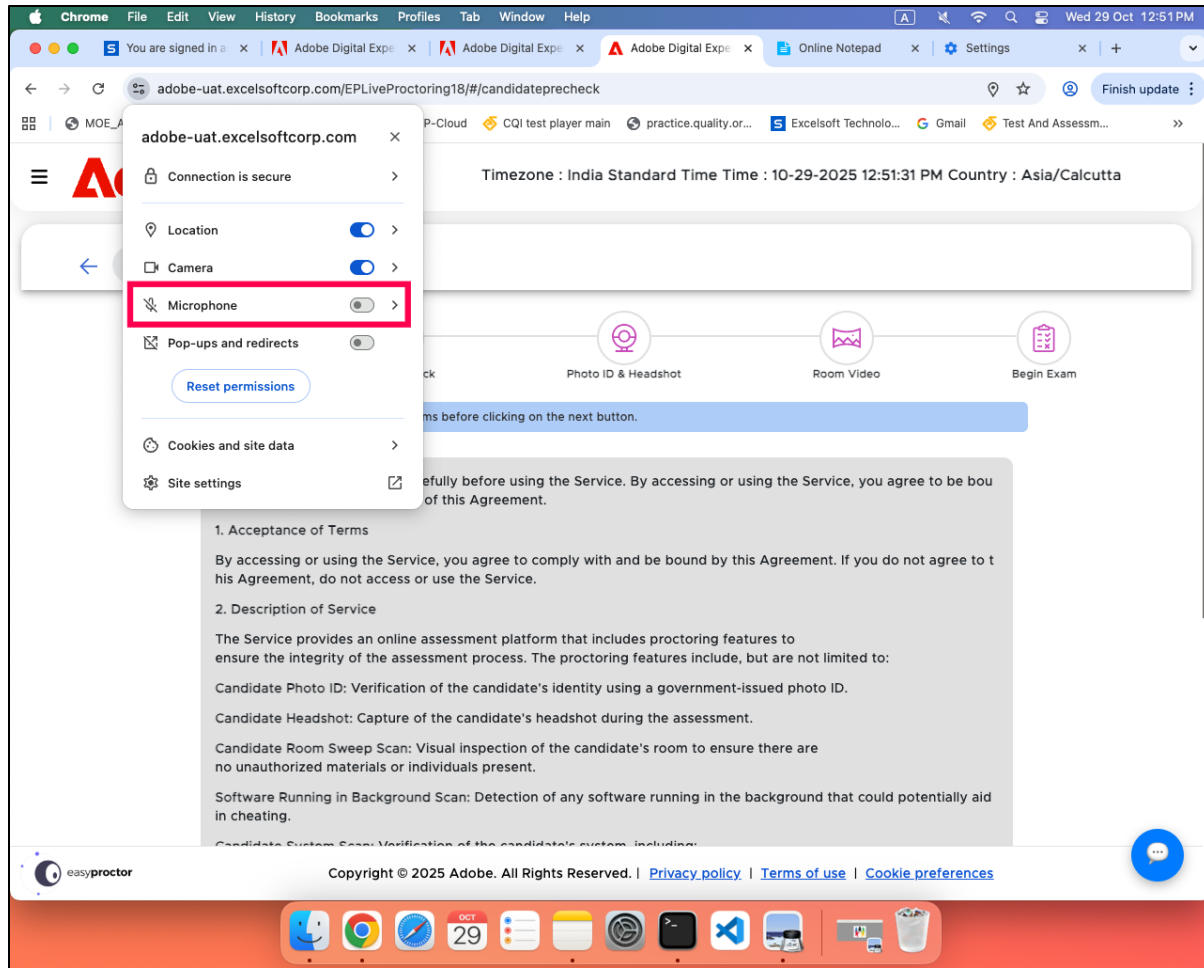


2. A dropdown will appear showing site-specific settings.

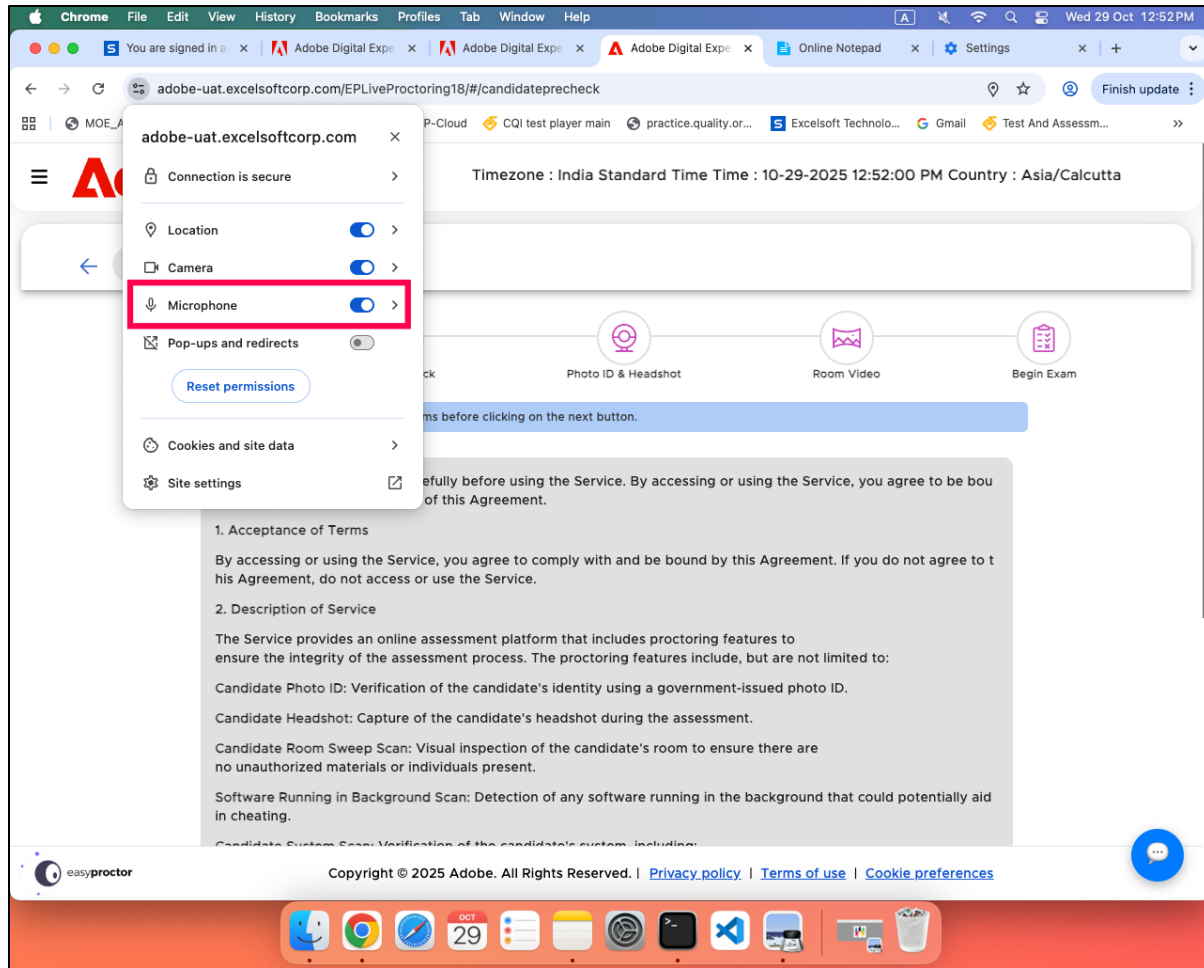


## Step 2: Check Microphone Permissions

3. Look for the **Microphone** setting in the list.



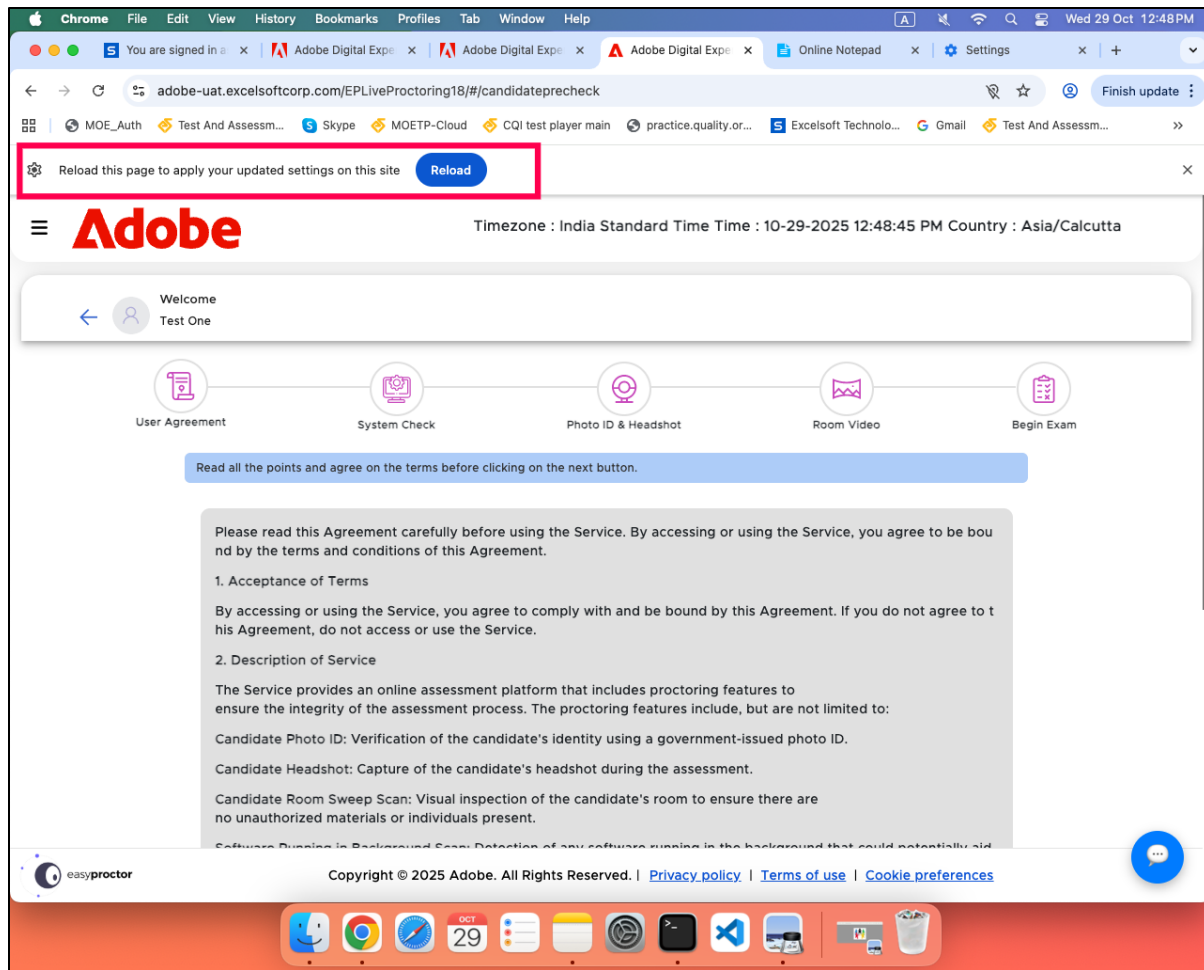
4. If it shows **Blocked** or **Disabled**, click the toggle switch to turn it on.



5. Click the **Close** icon to exit the site settings dropdown.

### Step 3: Reload / refresh the Page

6. After changing the setting, your browser may prompt you to **reload the page** to apply the new permissions. Click **Reload** button.



7. You can also refresh the exam page to apply the new permissions.

#### Step 4: Test the Microphone

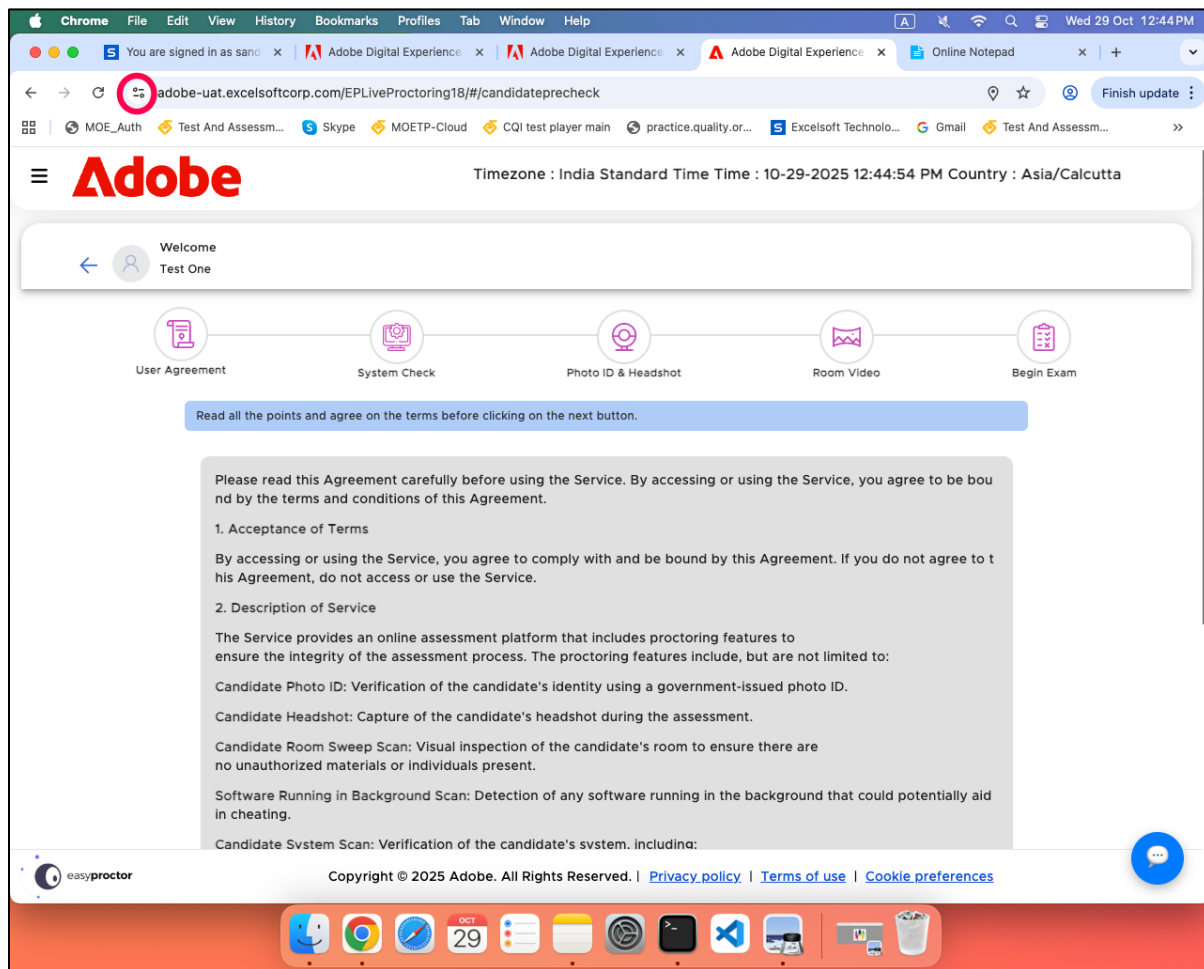
8. The system check screen should now detect your microphone.

## Pop-ups and Redirects Troubleshooting: Enabling Permissions

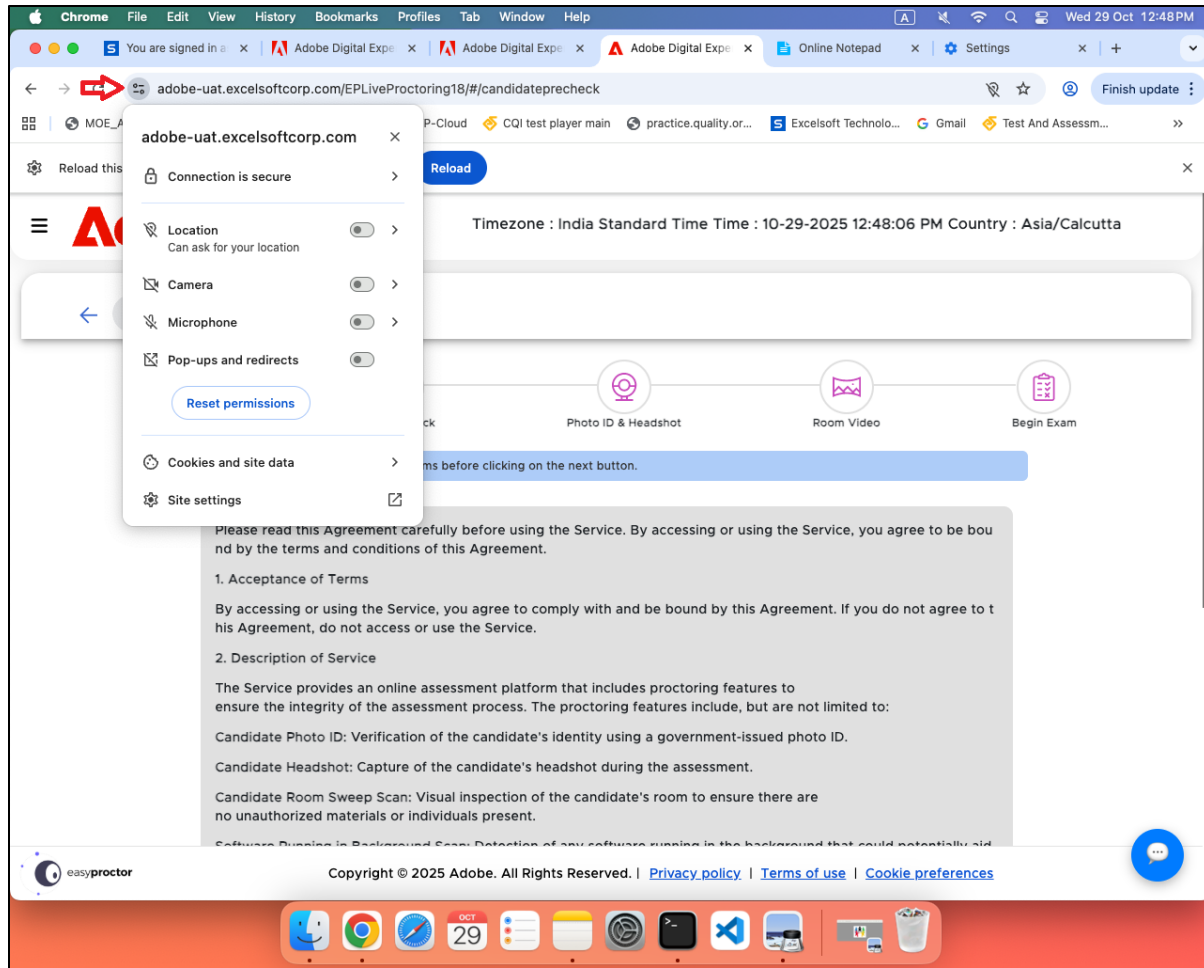
If pop-ups or redirects are not working during your exam, follow these steps to allow them for the exam site:

### Step 1: Open Site Settings

1. Click the **View Site Information** icon located to the left of the address bar to open the site settings. In the image below, the icon is clearly marked in red to help you identify it easily.

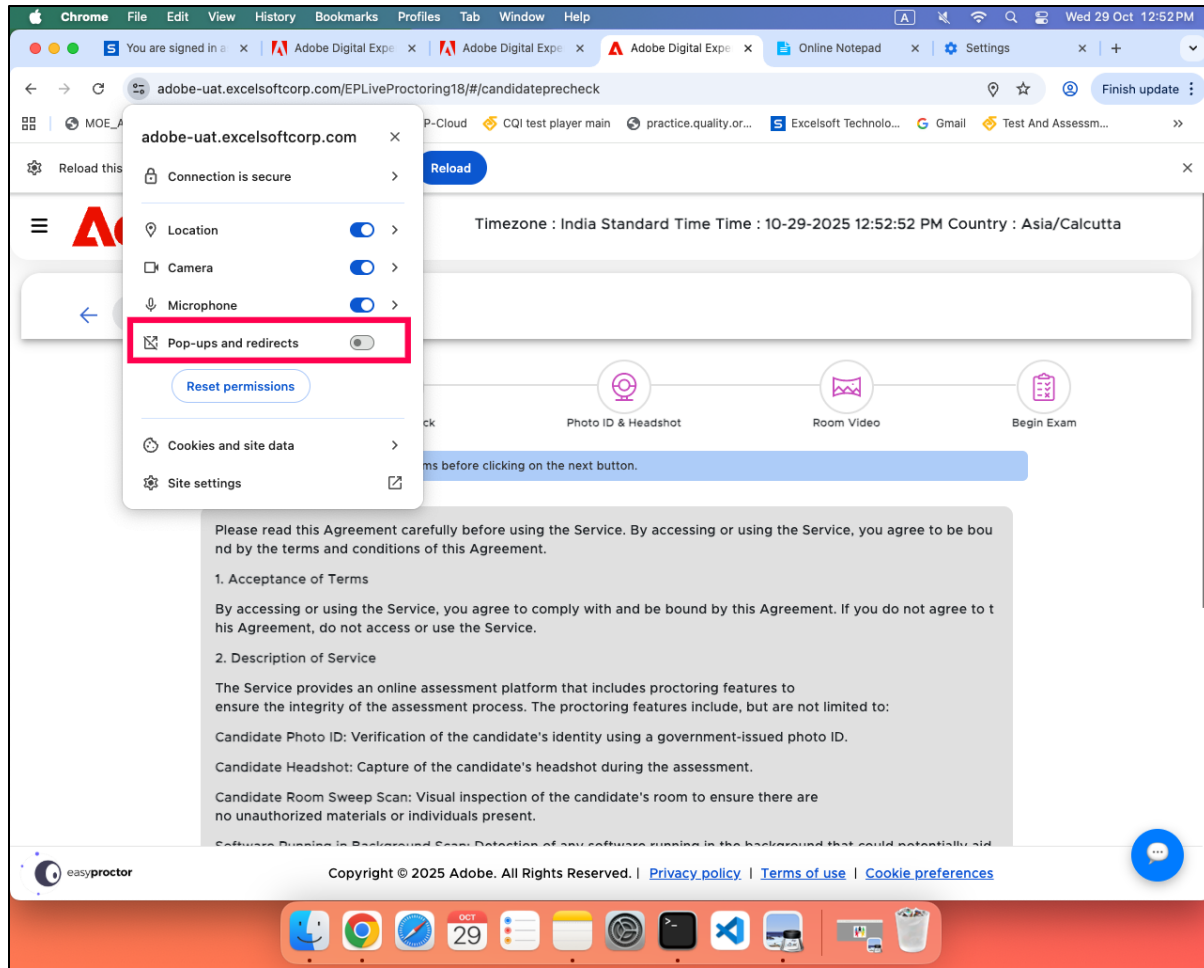


2. A dropdown will appear showing site-specific settings.

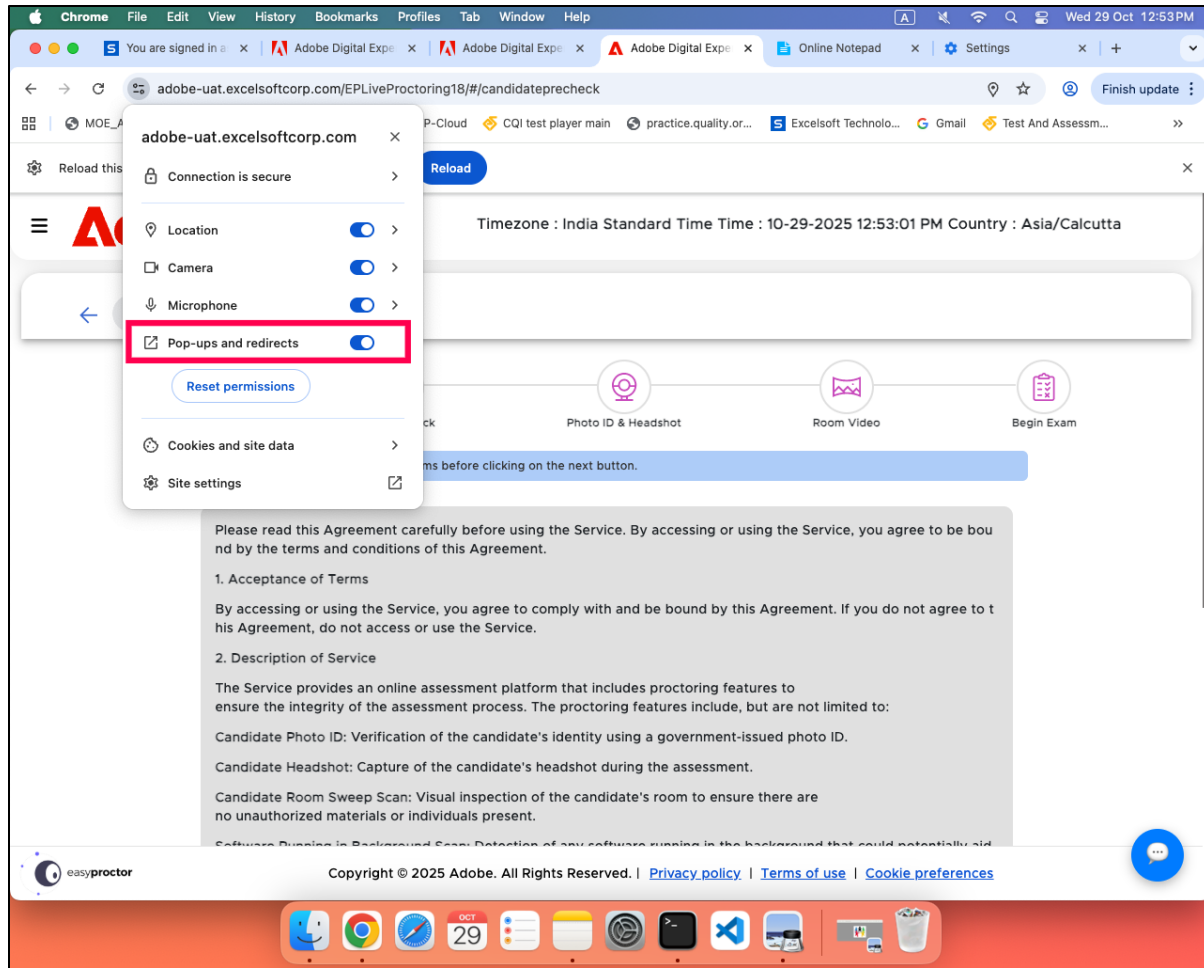


## Step 2: Locate Pop-ups and Redirects

3. In the settings list, find the **Pop-ups and Redirects** option.



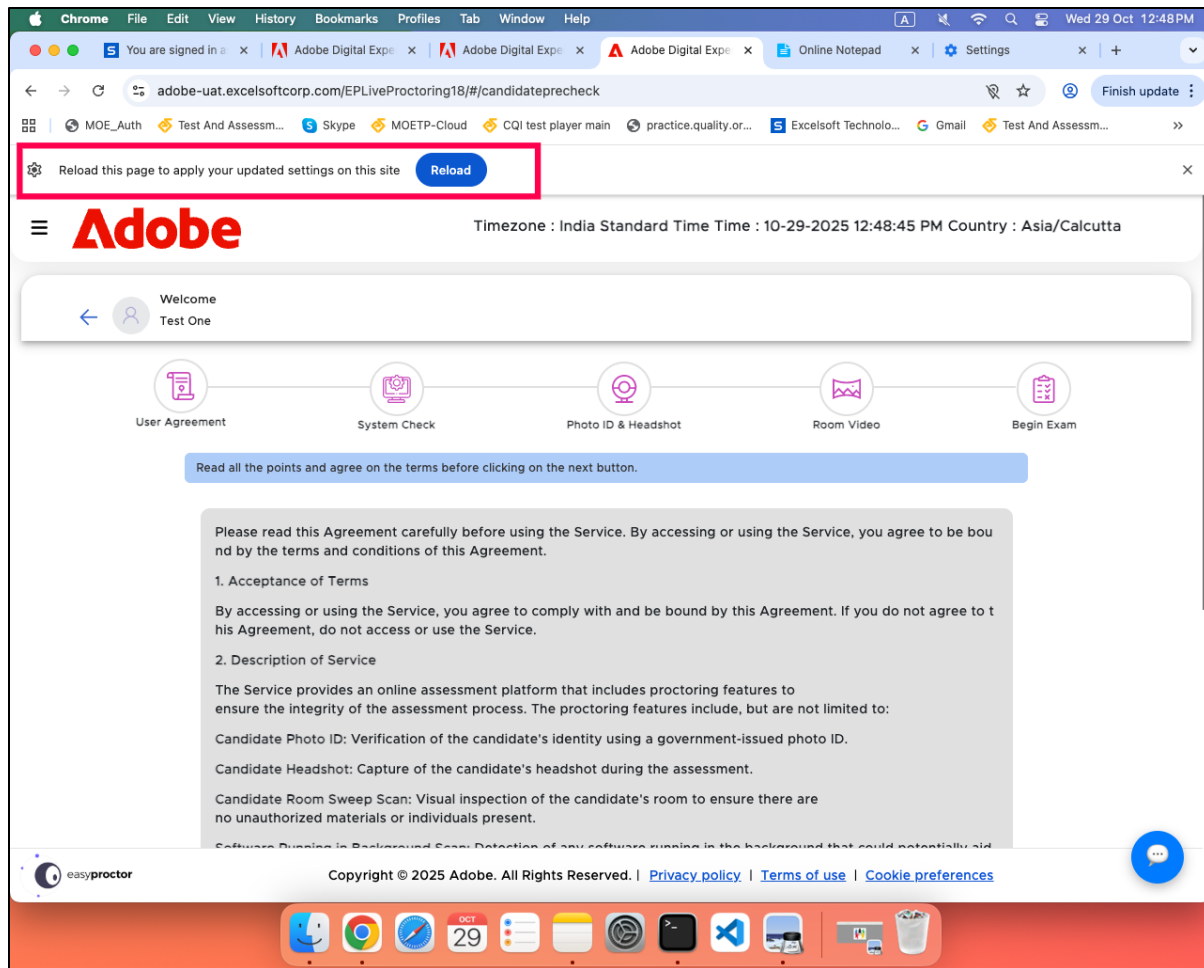
4. If it's set to **Blocked** or **Disabled**, click the toggle switch to turn it on.



5. Click the **Close** icon to exit the site settings dropdown.

### Step 3: Reload / refresh the Page

6. After changing the setting, your browser may prompt you to **reload the page** to apply the new permissions. Click **Reload** button.



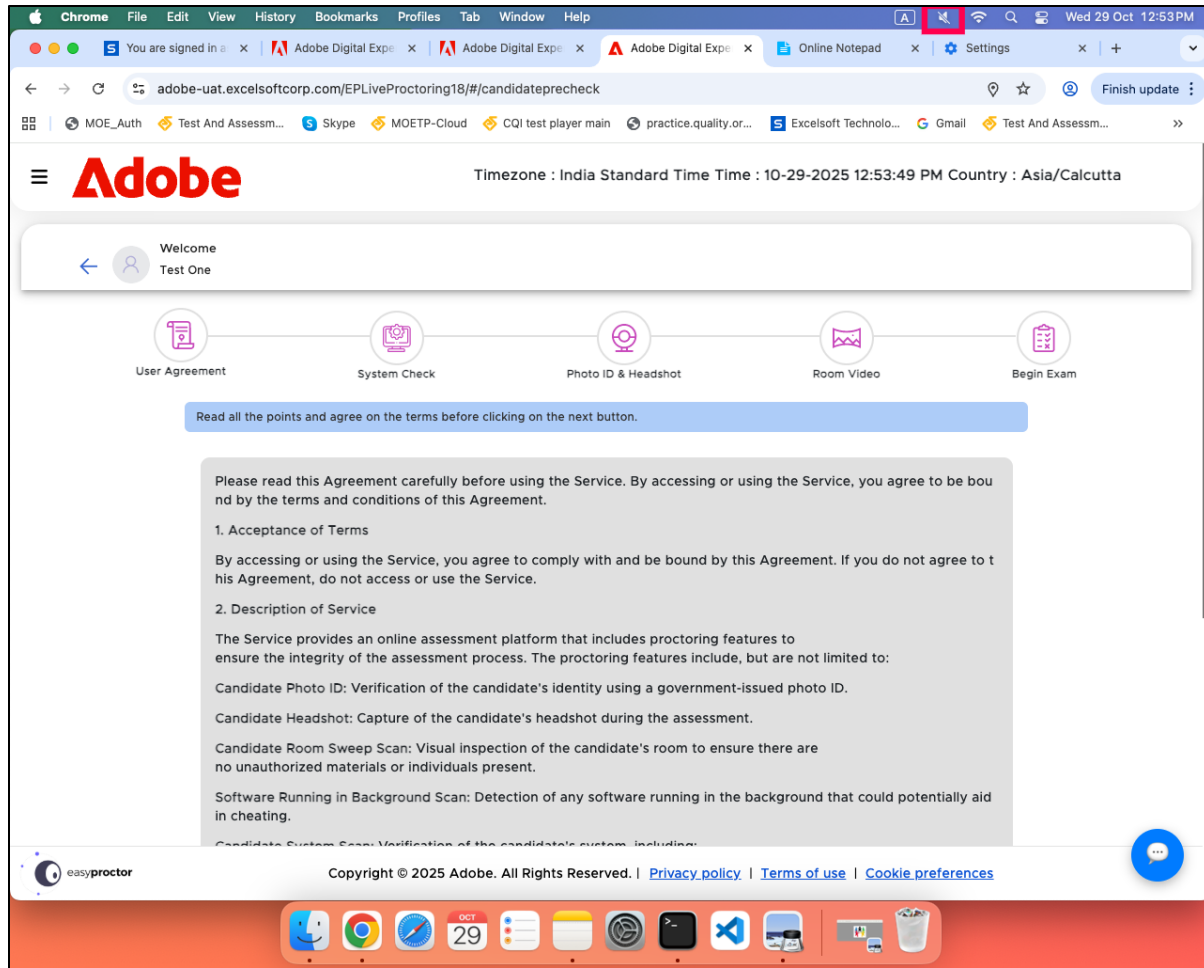
7. You can also **refresh the exam page** to apply the new permissions.

## Speaker Troubleshooting: Ensuring Audio Output Works

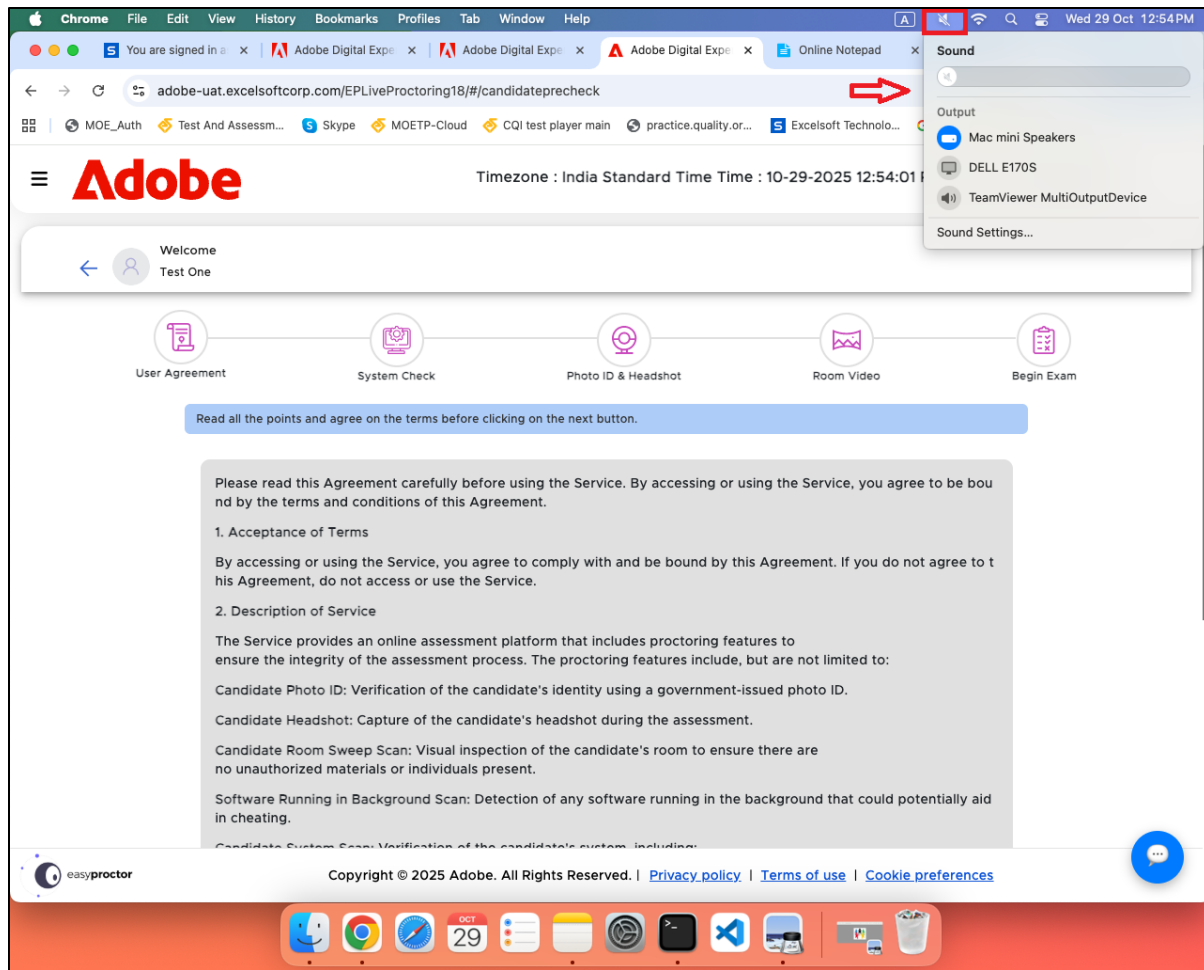
If you are experiencing issues with your speakers during the proctored exam, follow these steps to enable them.

### Step 1: Check Volume Control

1. Locate the **Speaker** icon in the top-right section of your menu bar.



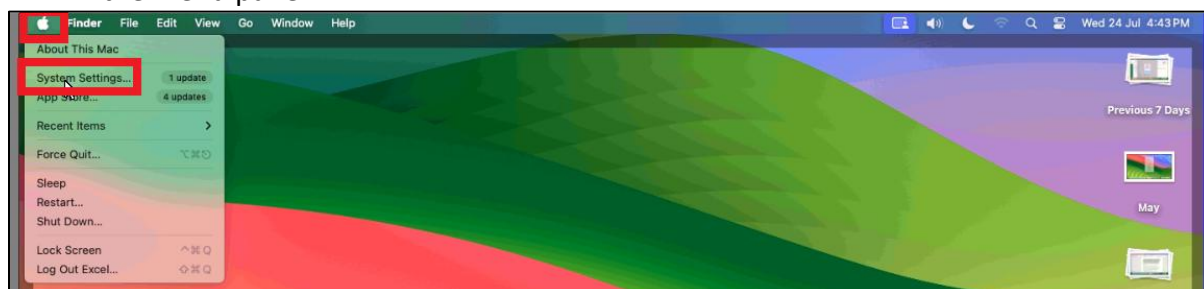
2. Click the Speaker icon to open the Sound and Output device control panel.



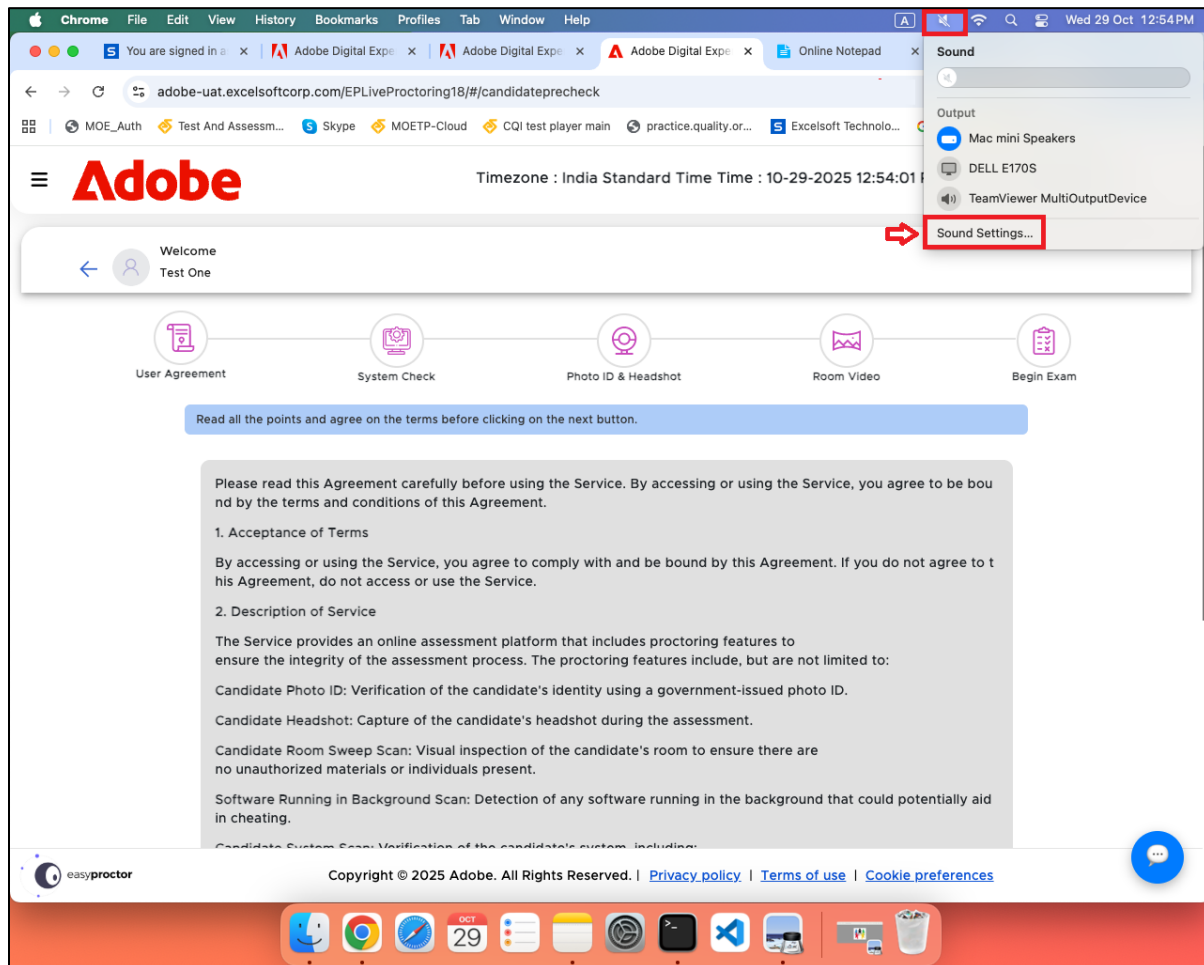
- If the volume is **too low**, drag the slider to increase it.
  - If your **speaker is muted**, click the mute icon to turn the sound back on.
3. Your speaker should now be active. If you still do not hear any sound, continue to the next step for further troubleshooting.

## Step 2: Check Output Device

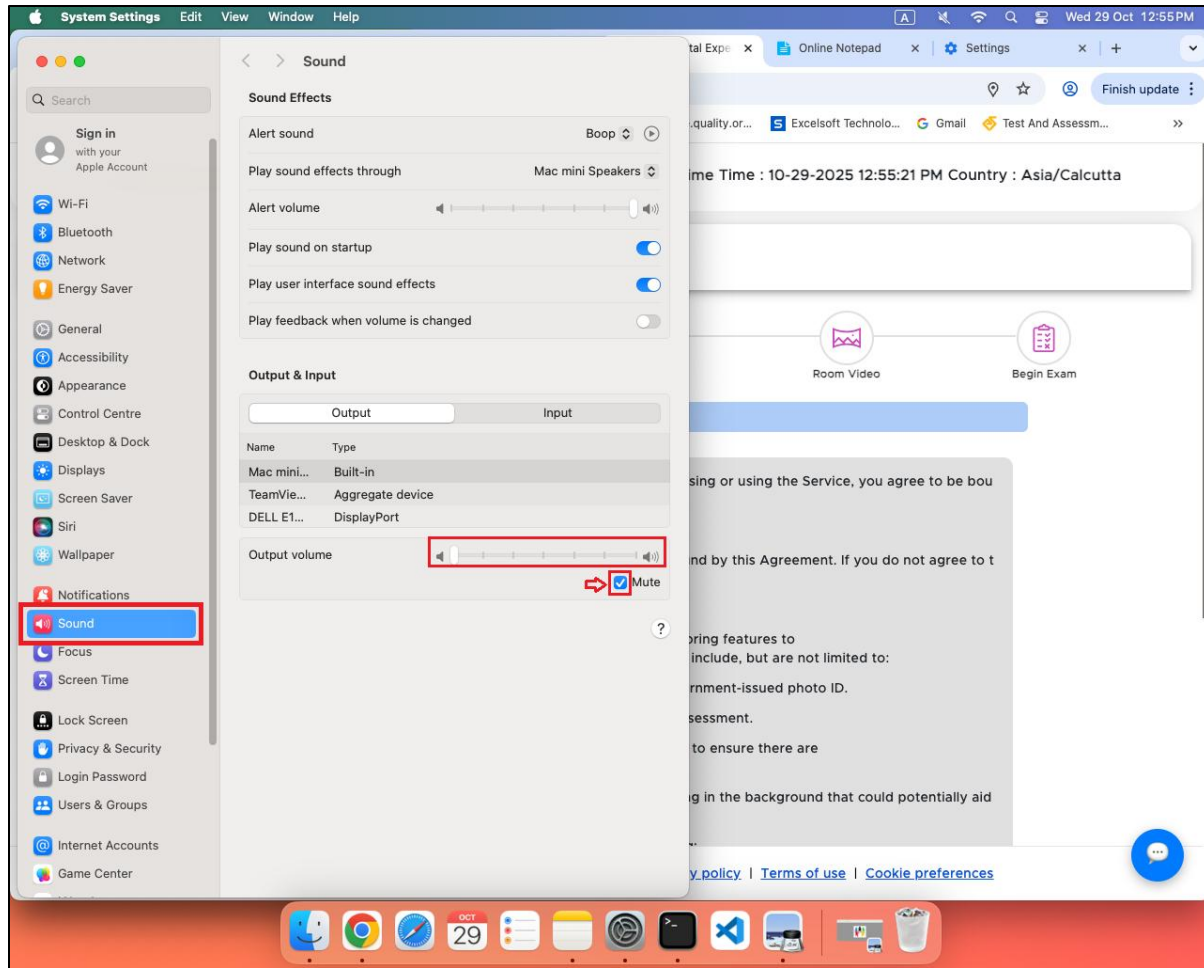
1. Click the **Apple menu icon** in the top-left corner and select **System Settings** to launch the menu panel.



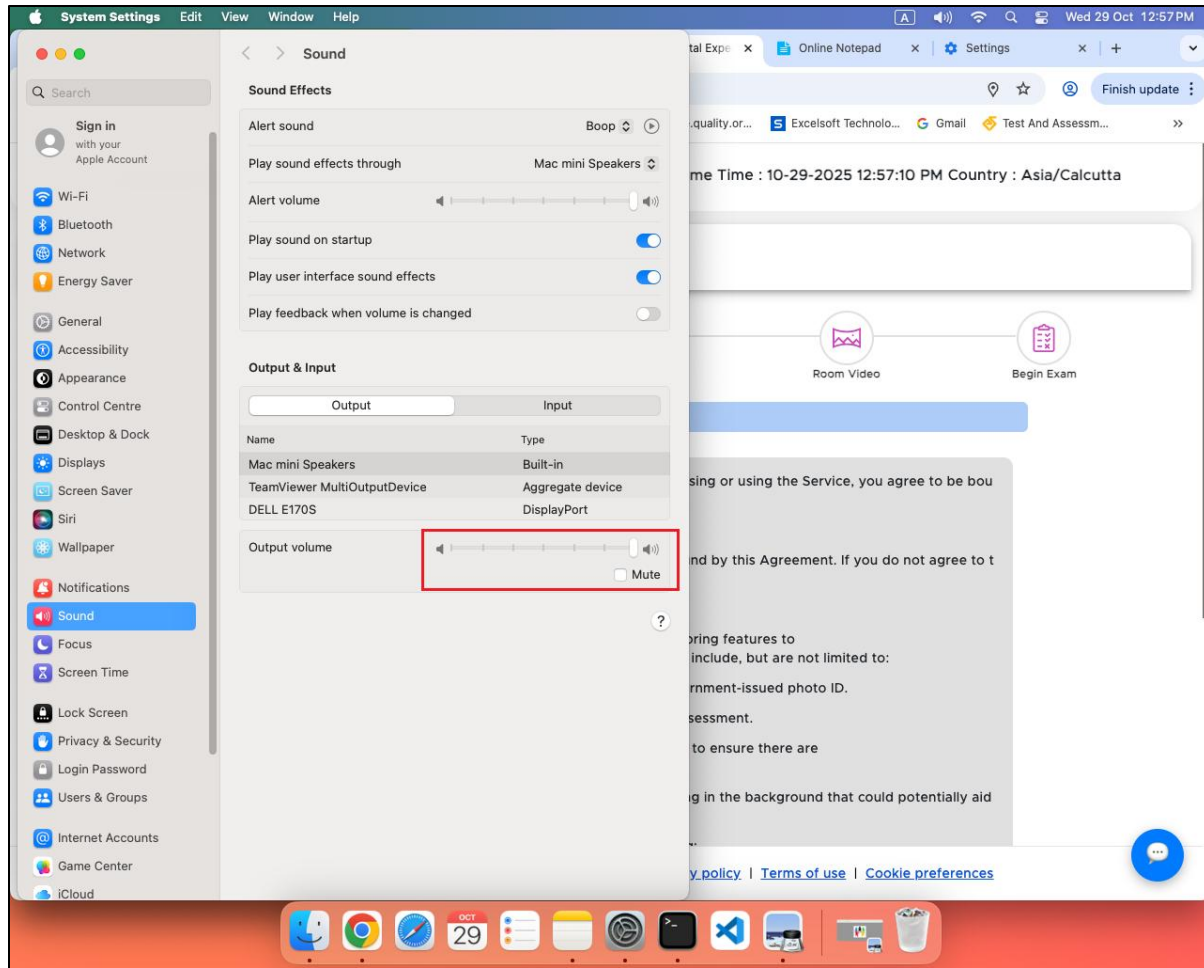
Alternatively, you can click the **speaker icon** in the top-right section of the menu bar and select **Sound Settings**.



2. Select the **Sound** option in the menu panel. In the Output tab, adjust the volume slider as needed. If the speaker is muted, clear the Mute checkbox to unmute.



Test the speaker, it should work now.



---

## Using the Process Tracker During Assessments

Before starting your assessment, you must download and install the **Process Tracker** application from the dashboard. This tool runs in the background and monitors for any **unpermitted applications** that should not be open during the assessment.

### Key Guidelines

- **Download and Install:** Ensure the Process Tracker is installed and running before beginning the assessment.
- **Monitoring:** The Process Tracker will automatically detect any unpermitted applications.
- **Action Required:** If an unpermitted application is detected:
  1. Open **Task Manager**.
  2. Locate the unpermitted application.
  3. **End the Task** for that application.
- **Repeat if Necessary:** If you open any unpermitted applications during the assessment, you must repeat the above steps to close them before continuing.

### How to close applications from Task manager

7. Open Task manager by pushing CTRL+ALT+DEL or CTRL+SHIFT+ESC
8. Search for the applications listed within Unpermitted Application section. (Ex. Slack)
9. Right click on the process for having the options to end the task
10. Click on 'End Task'
11. Repeat the same step for all the process until it displays 0 within the unpermitted section.
12. Once all the unpermitted applications are closed, you will be displayed with Next button to proceed with Photo ID capture.

### Steps to follow

Right hand side list the applications running and also unpermitted applications. The number in the red section represents the total number of applications which are marked as unpermitted and is not safe for online assessments.

Timezone : India Standard Time Time : 06-03-2026 04:05:06 PM Country : Asia/Calcutta

Welcome  
Kiran K

User Agreement

System Check

Photo ID & Headshot

Room Video

Begin Exam

Your computer's hardware and software will be scanned to ensure your system has the capabilities enabled to proceed with your exam. If a check fails, resolve the issue and use the 'recheck' button to scan again. All checks must be passed before proceeding further.

System requirements • Troubleshoot

✓ Browser & Version

✓ Operating System

✓ Camera

✓ Speaker

✓ Microphone

✓ Internet Speed

✓ Popup Blocker

✓ Cookies

✓ Streaming Readiness Verification

✓ Video Graphic Library Verification

Application monitoring

Total applications  
123

Unpermitted Applications  
2

You must quit these applications to proceed. You can do so using Task Manager on PCs or Activity Monitor on Macs.

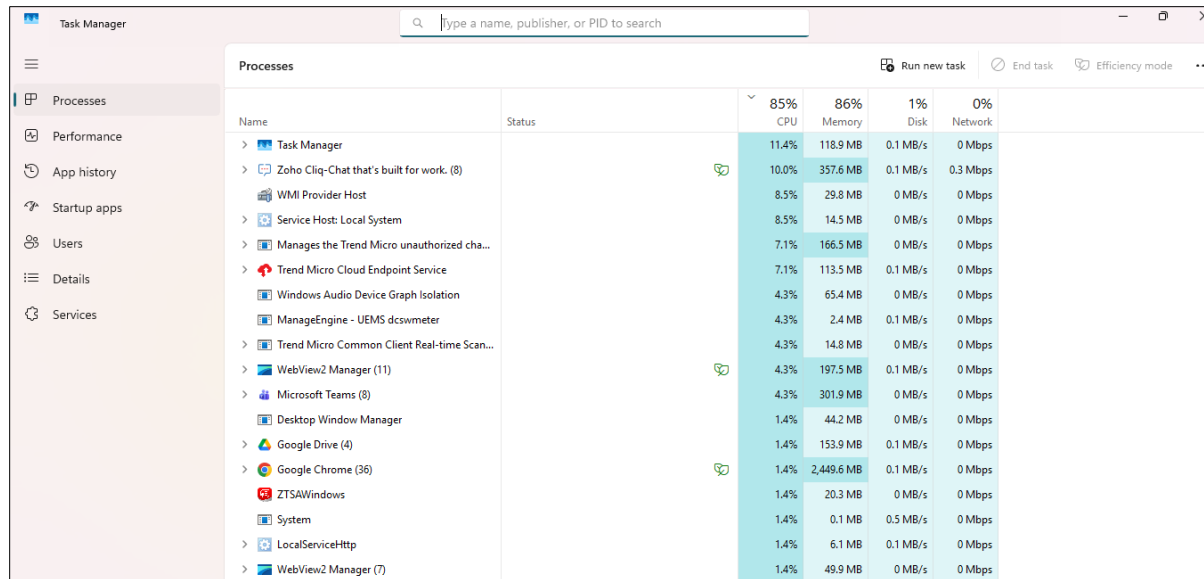
ms-teams.exe

SnippingTool.exe

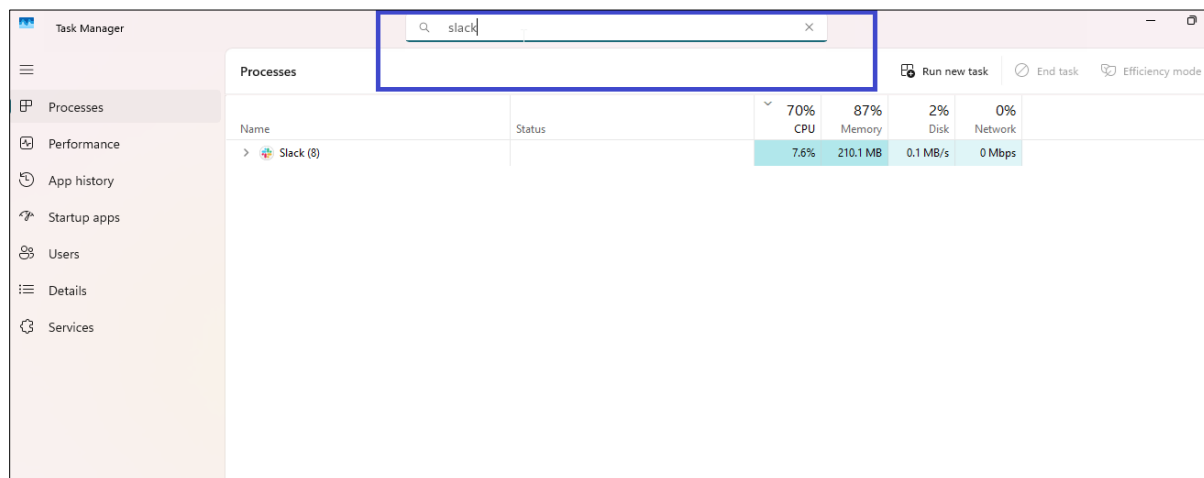
Retest

Previous

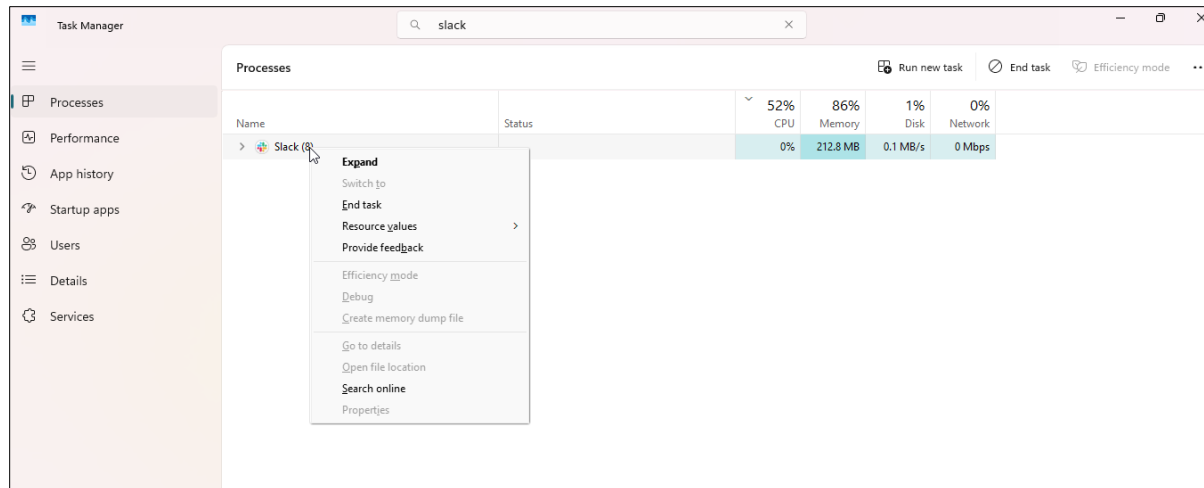
You will not be allowed to move to the next section until all unpermitted applications are closed from your system. To close the applications, open Task manager by pushing CTRL+ALT+DELETE or CTRL+SHIFT+ESC.



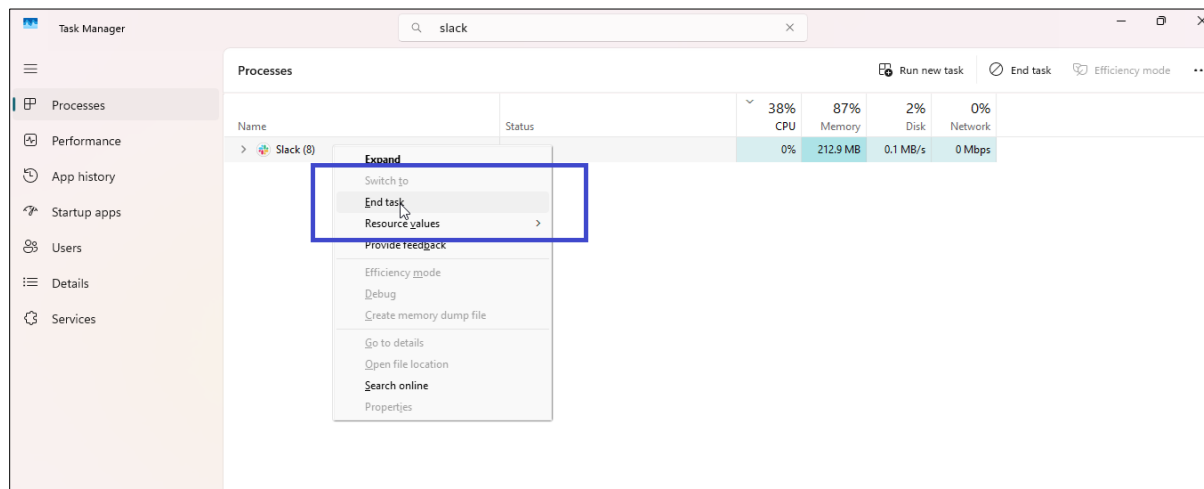
Search for the application which you want to end the task



Right click on the application to view the options to perform actions



Click on End Task to end the applications.



Repeat this step to end all unpermitted applications.

After all unpermitted applications are closed, you will be displayed with 0 within the process tracker section.

You will be allowed to navigate to next step for capturing the Photo ID and headshot.



Timezone : India Standard Time Time : 06-01-2026 04:16:37 PM Country : Asia/Calcutta

Welcome  
Kiran Kumar Kasaram

User Agreement

System Check

Photo ID & Headshot

Room Video

Begin Exam

Your computer's hardware and software will be scanned to ensure your system has the capabilities enabled to proceed with your exam. If a check fails, resolve the issue and use the 'recheck' button to scan again. All checks must be passed before proceeding further.

System requirements [Troubleshoot](#)

✓ Browser & Version

✓ Operating System

✓ Camera

✓ Speaker

✓ Microphone

✓ Internet Speed

✓ Popup Blocker

✓ Cookies

✓ Streaming Readiness Verification

✓ Video Graphic Library Verification

Application monitoring

Total applications  
 147

Unpermitted Applications  
 0

Previous

Next

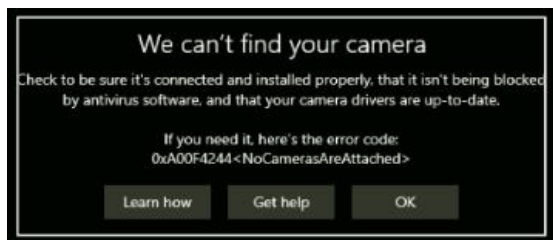
# Best Practices Operating Procedure

## Level 1 (L1) Troubleshooting Best Practices

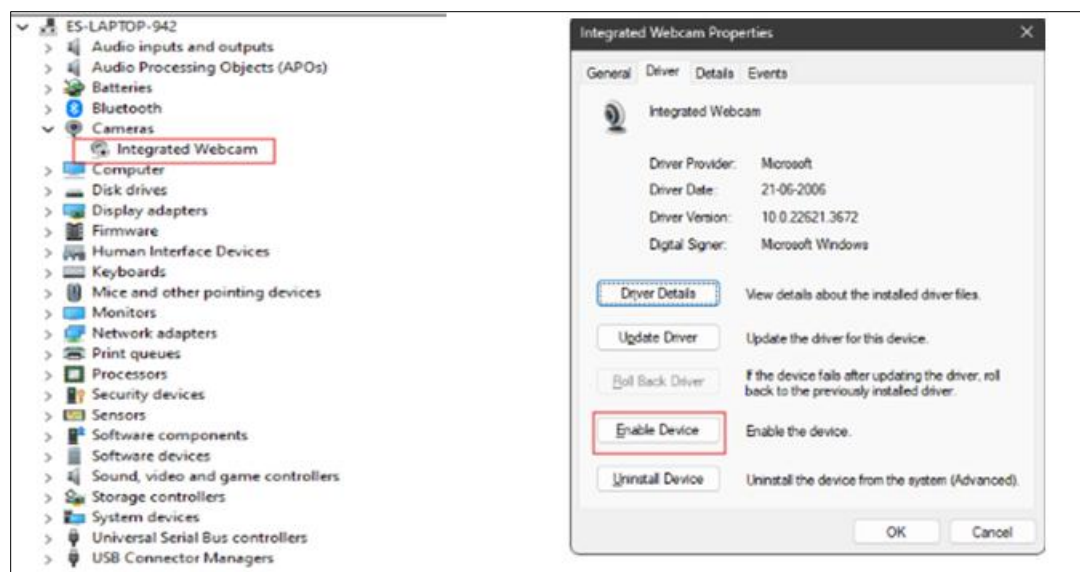
This section outlines the Level 1 (L1) troubleshooting procedures for resolving the Pre-exam launch challenges

### Camera failed during basic functionality check

- Check the default camera application to verify basic functionality. This step helps identify whether the issue is fundamental.
- If you encounter an alert like the one shown below, the problem likely originates from the camera hardware or its driver.



- Check the hardware and driver settings by opening Device Manager, which displays a list of all hardware connected to the system.
- A disabled device will be marked with a downward arrow, while a driver issue—such as an outdated or missing driver—will be indicated by a hazard icon. Refer to the screenshot below



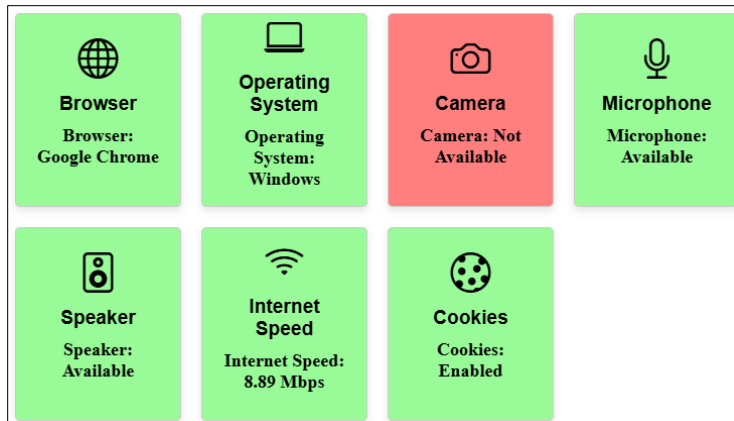
- Device is in disabled state.
- If the hardware is in disabled state, right click the hardware and click **Enable device**.

- Once done, open the default camera app, and verify if it is working or not.

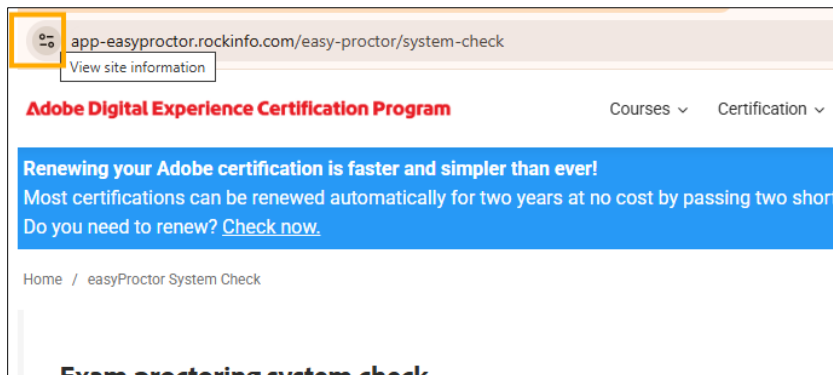
## System check

### Camera

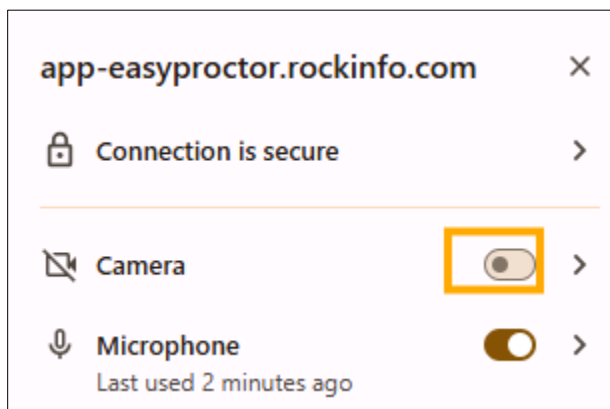
- If system check shows **camera not available**.



- Click on **view site information**

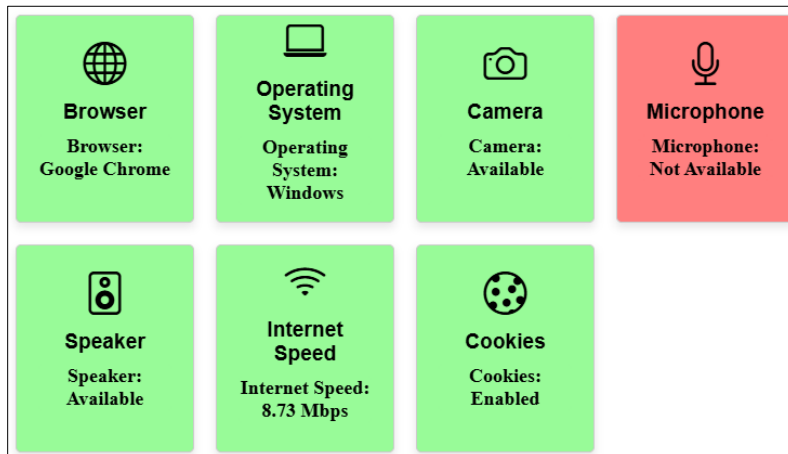


- Enable **camera permission**

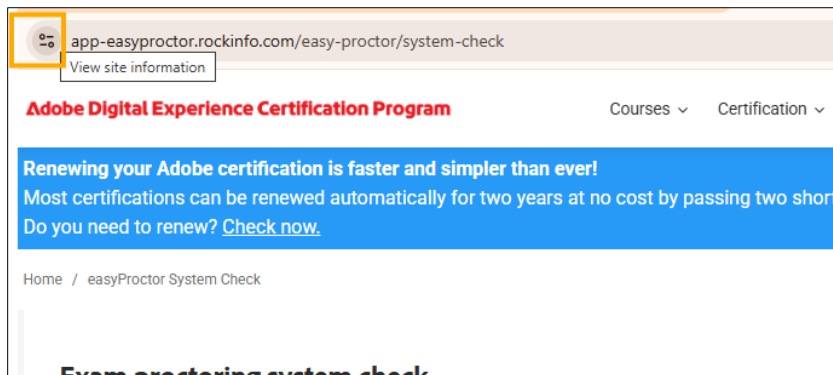


## Microphone

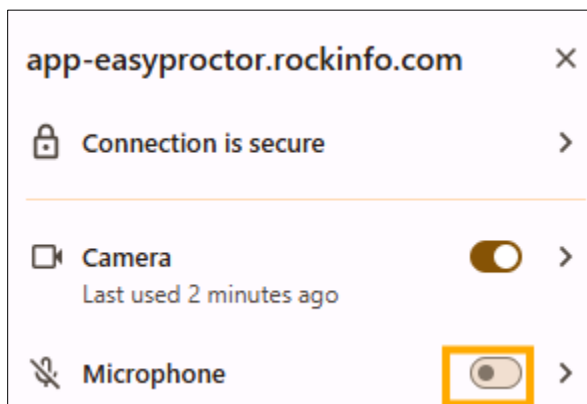
- If system check shows that **Microphone not available**.



- Click on **view site information**

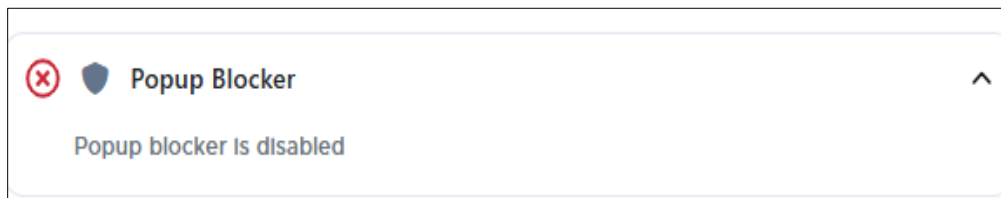


- Enable **microphone permission**

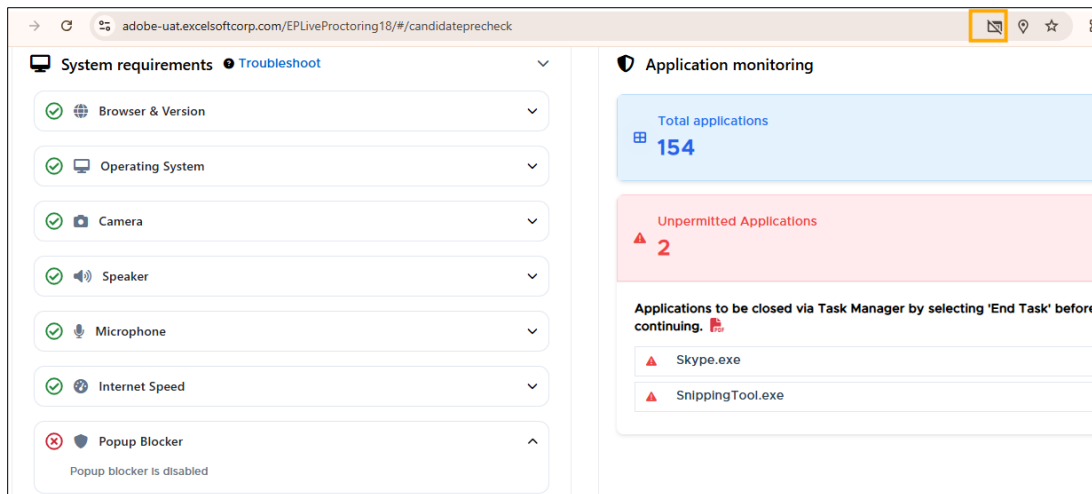


## Popup blocker

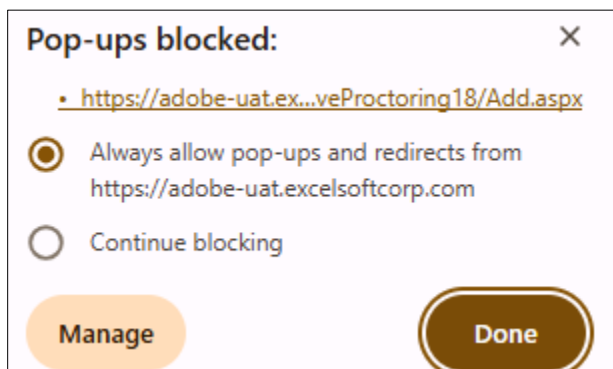
- If Popup blocker is disabled



- Click the **popup blocker indicator** located on the right side of the address bar.



- Select Always allow pop-ups and redirect from



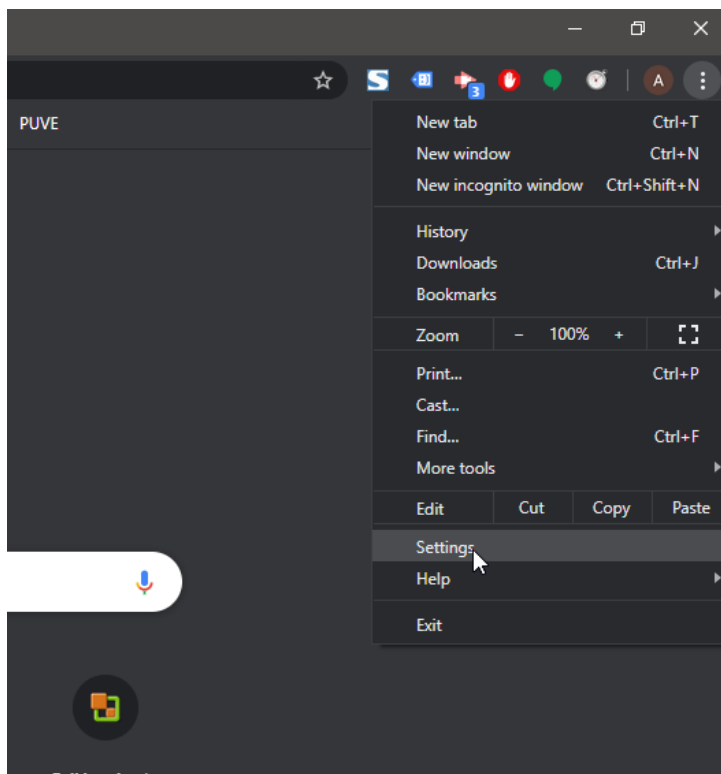
## Dual camera

- Open **'Device Manager,'** locate the secondary camera under the **'Camera'** section, right-click it, and select **'Disable.'**

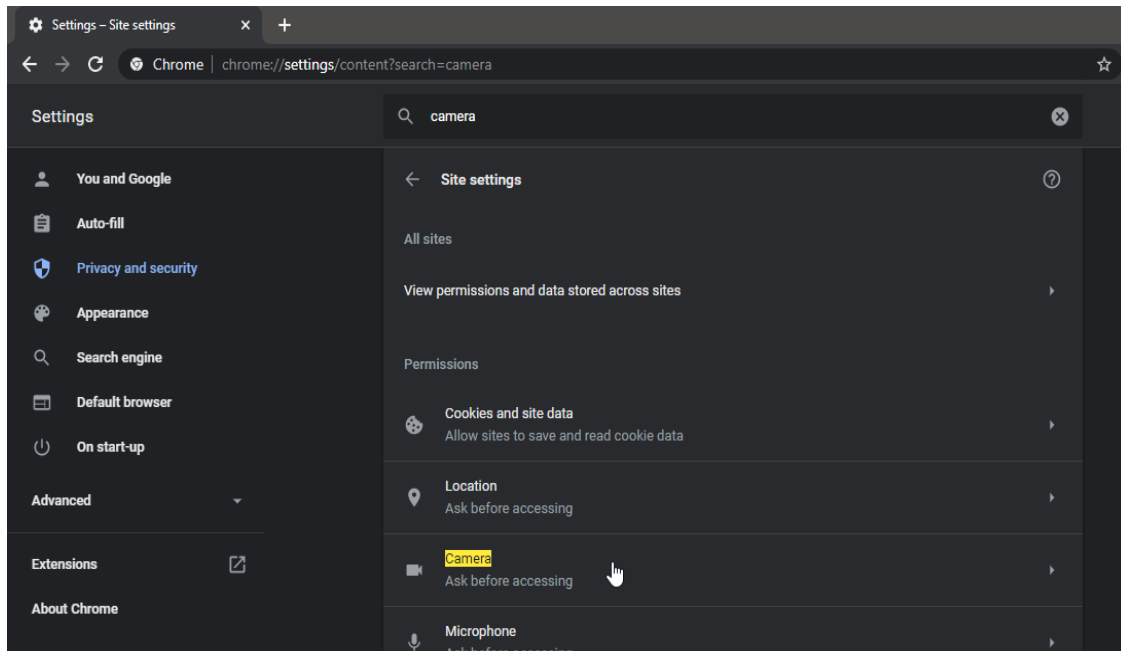


## Third-party application is accessing the camera

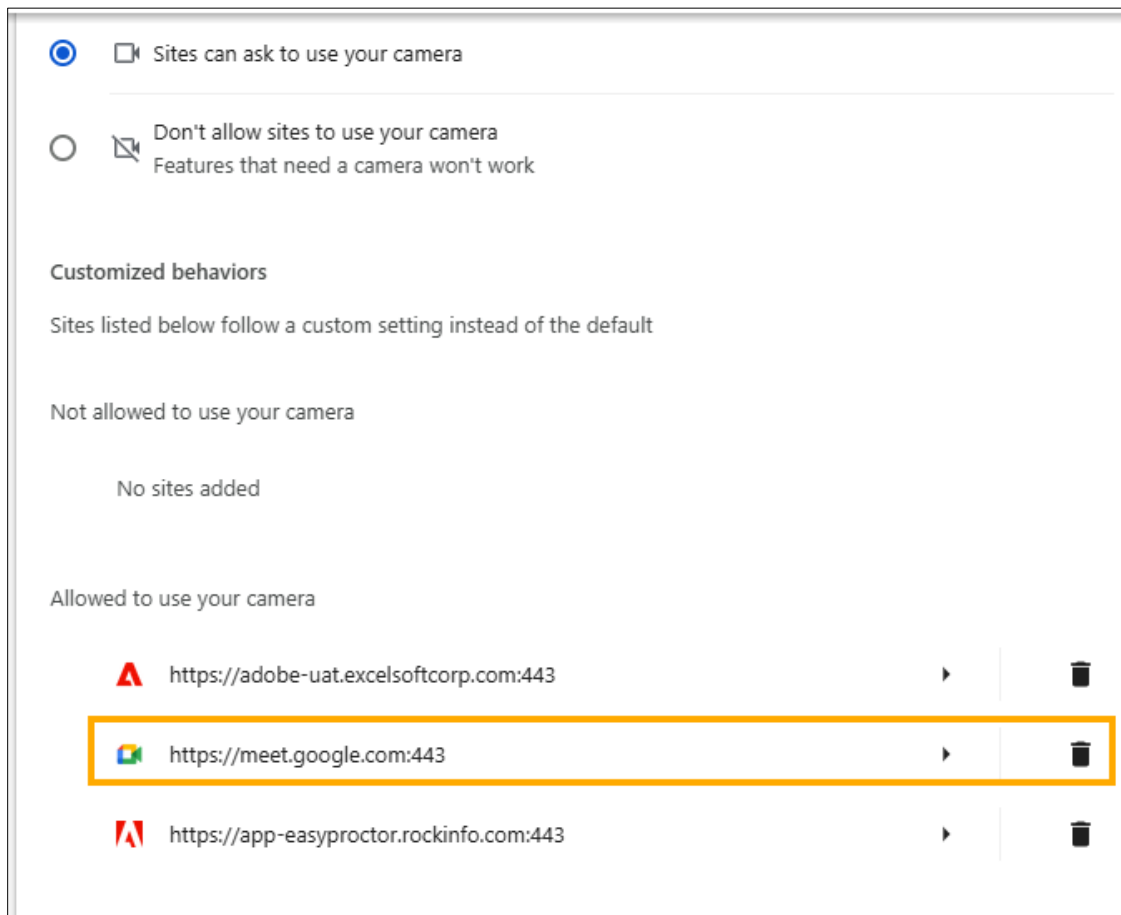
- Go to the **settings in the browser.**



- Privacy and security-->Site setting-->Camera**

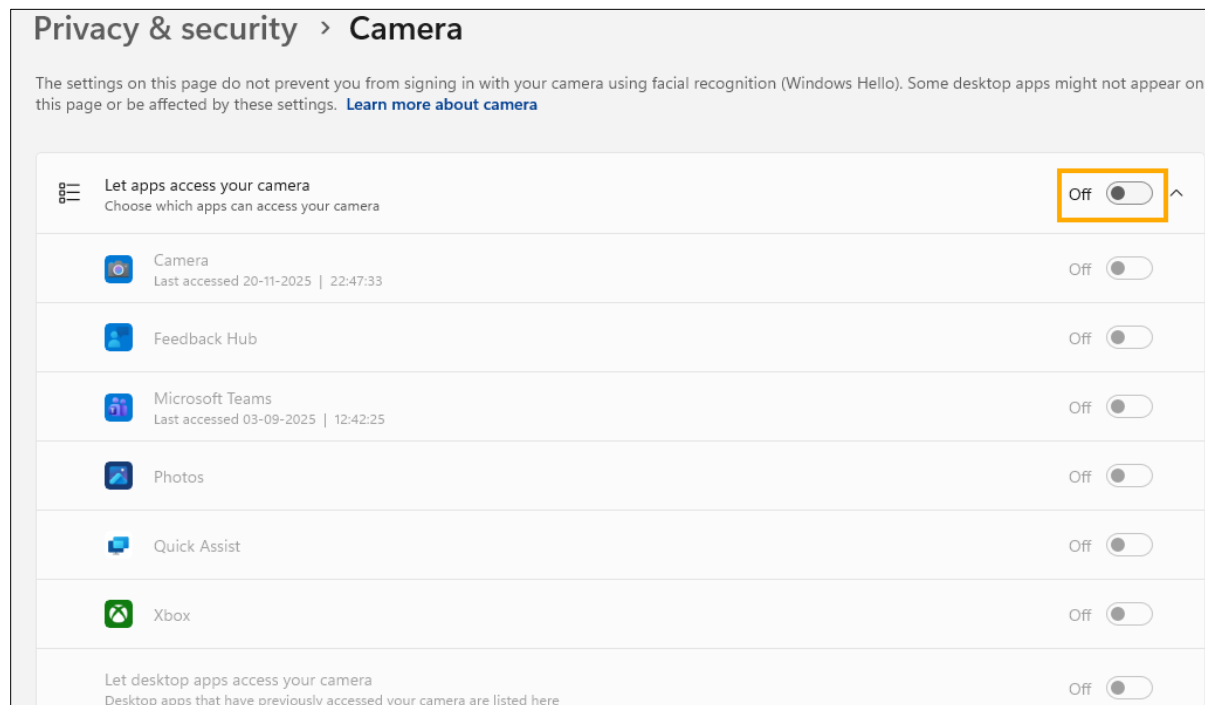


- As shown below, **remove all websites or applications** that have access to the camera, except for our designated exam link

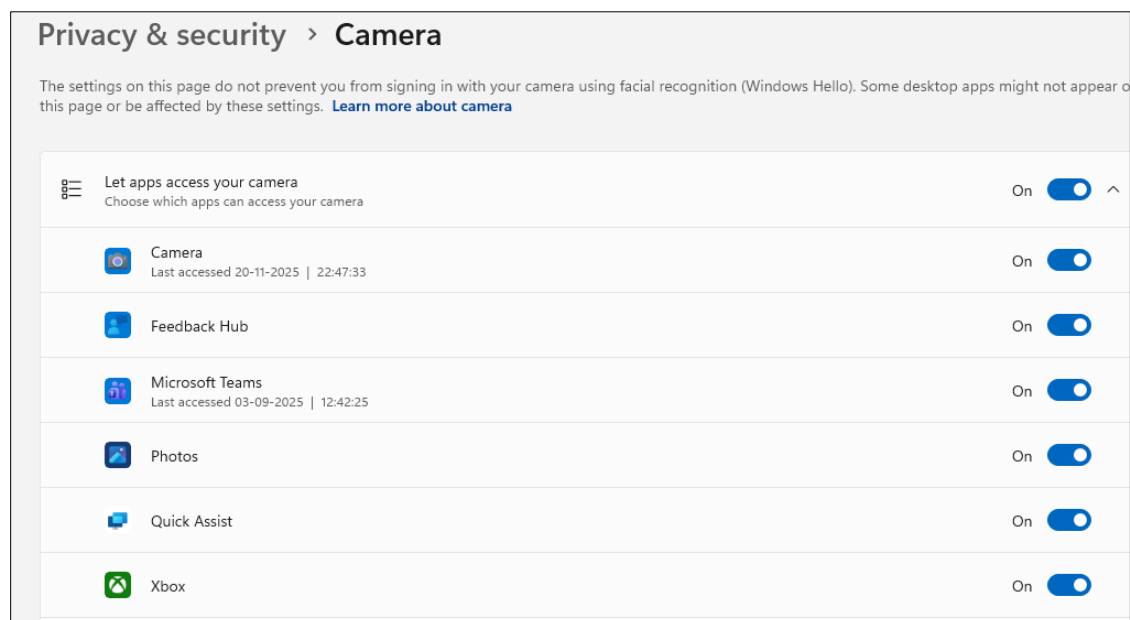


## Let apps access your camera is disabled

- System settings → Privacy and security → Camera

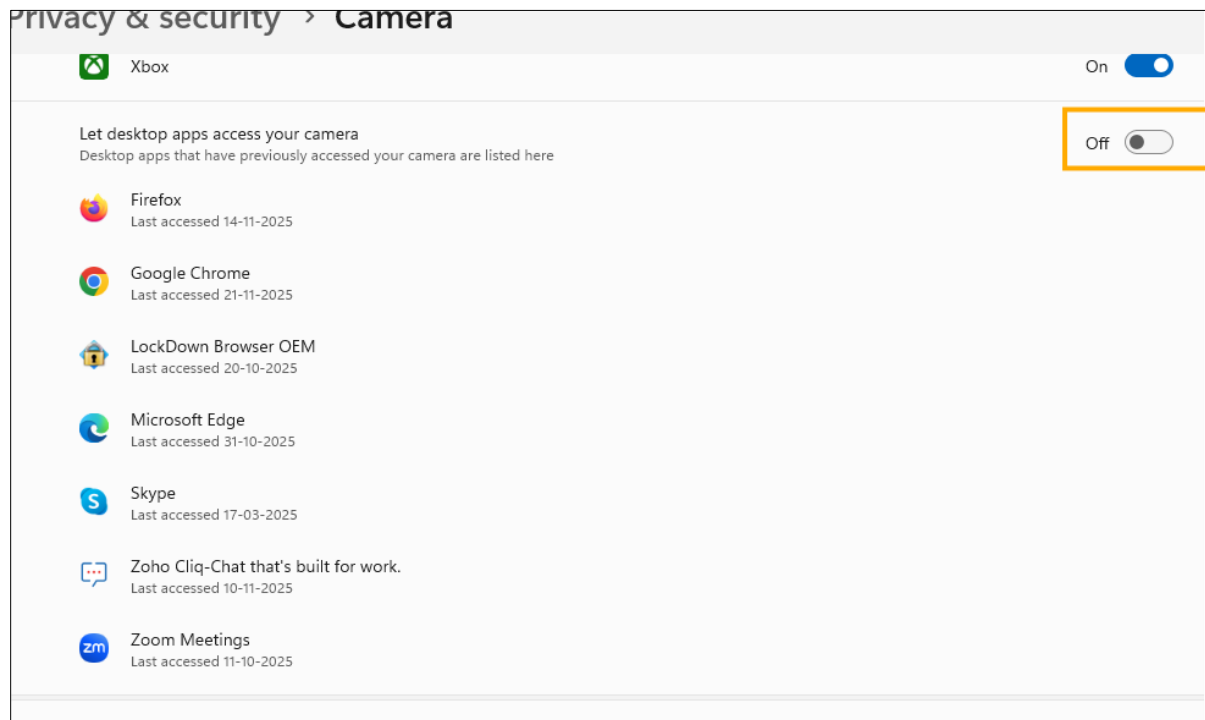


- Turn ON Let apps access your camera

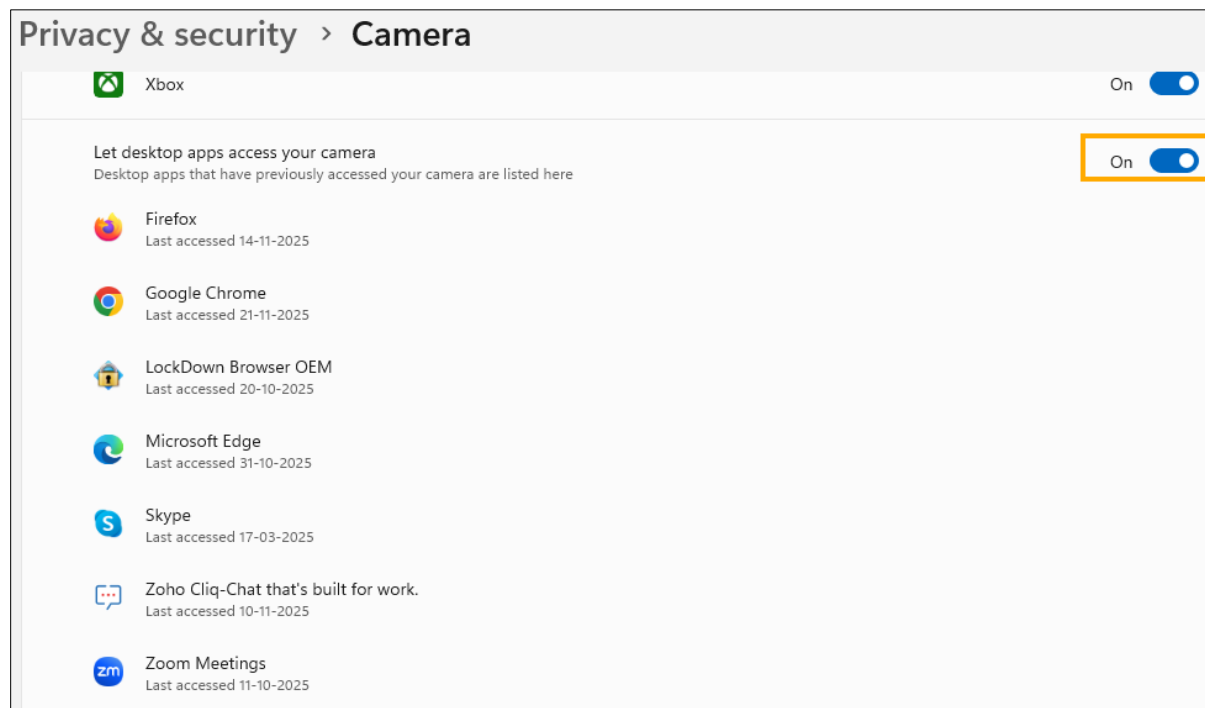


## Let desktop apps access your camera

- System settings → Privacy and security → Camera

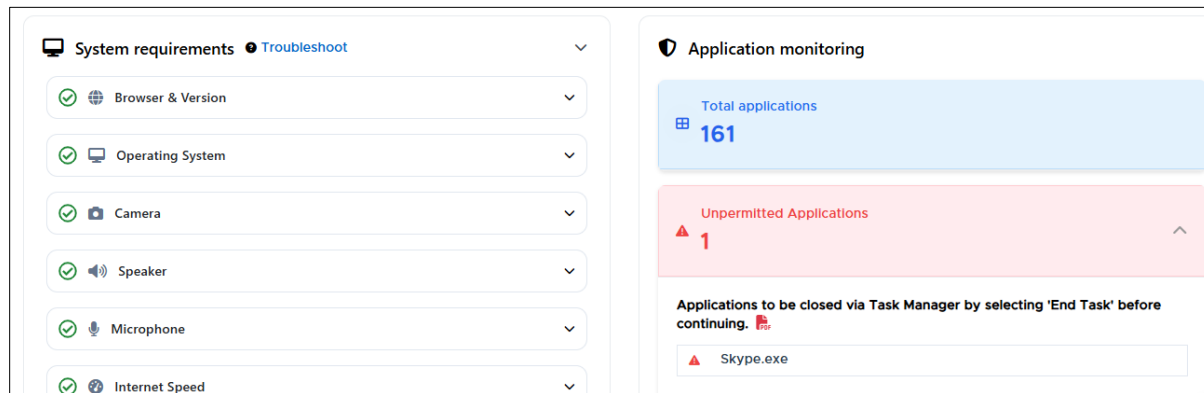


- Turn ON Let desktop apps access your camera

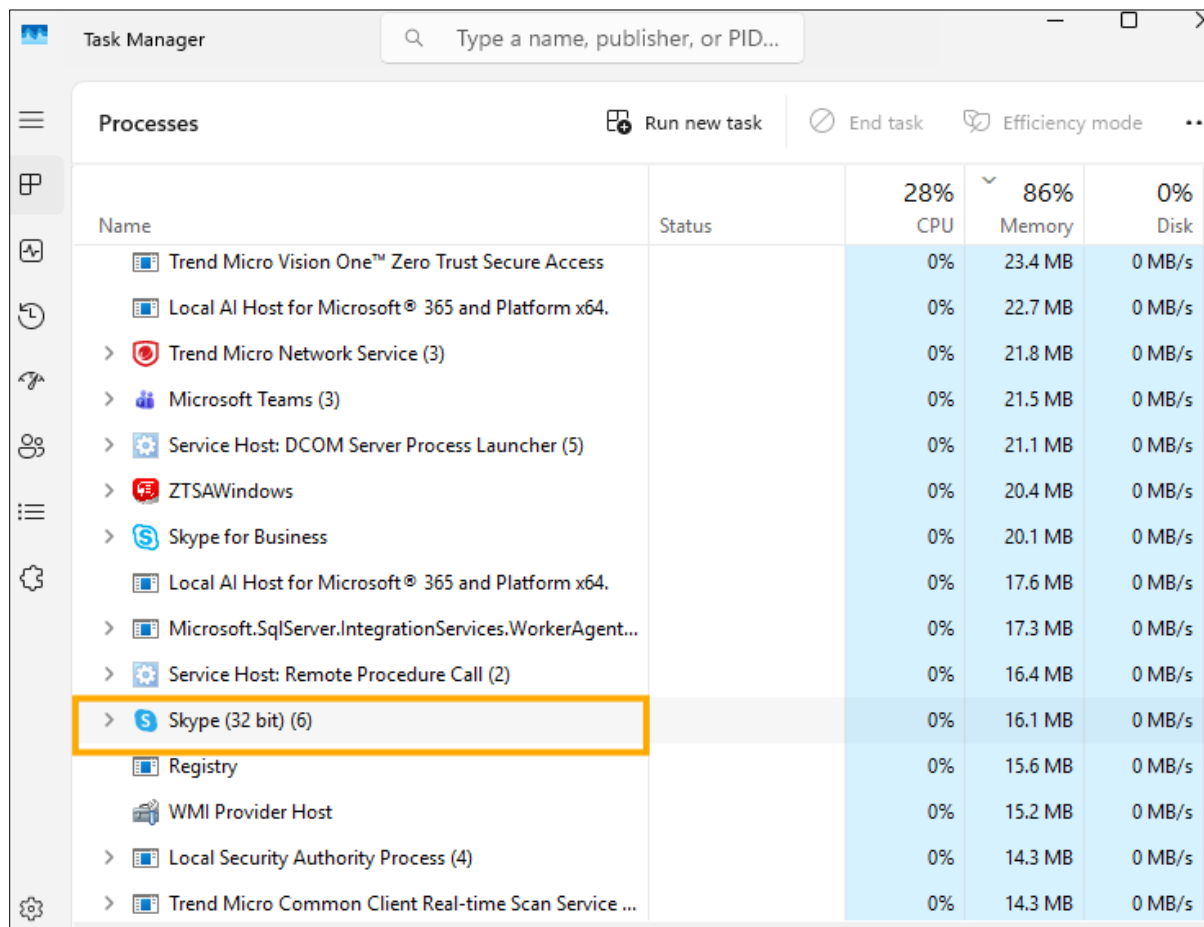


## Unpermitted applications

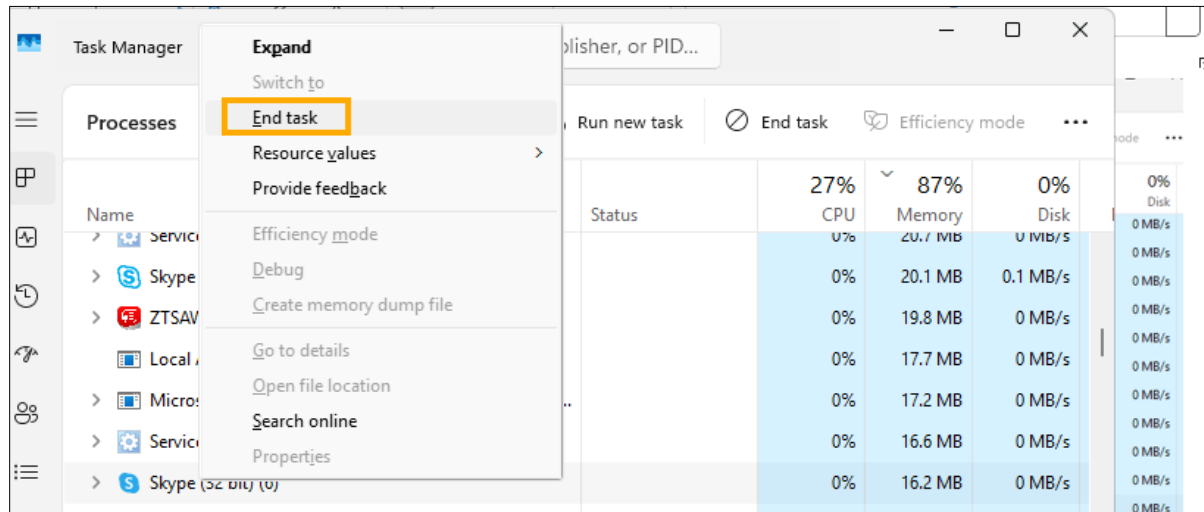
- Applications to be closed via **Task Manager** by selecting '**End Task**' before continuing.



- Open **Task Manager** → search processes **Skype** (Skype is example of Unpermitted application)



- Right click on Skype and Click on **End task**



## Screen-Sharing Verification

### WebRTC Verification

**Step 1:** Navigate to the following URL:

[WebRTC Screen Share Test](#)

**Step 2:** On *Screen 1*, click **Start** to initiate screen sharing.

**Step 3:** On *Screen 2*, confirm that the screen-sharing feature is functioning correctly.

### Chrome Policy Settings

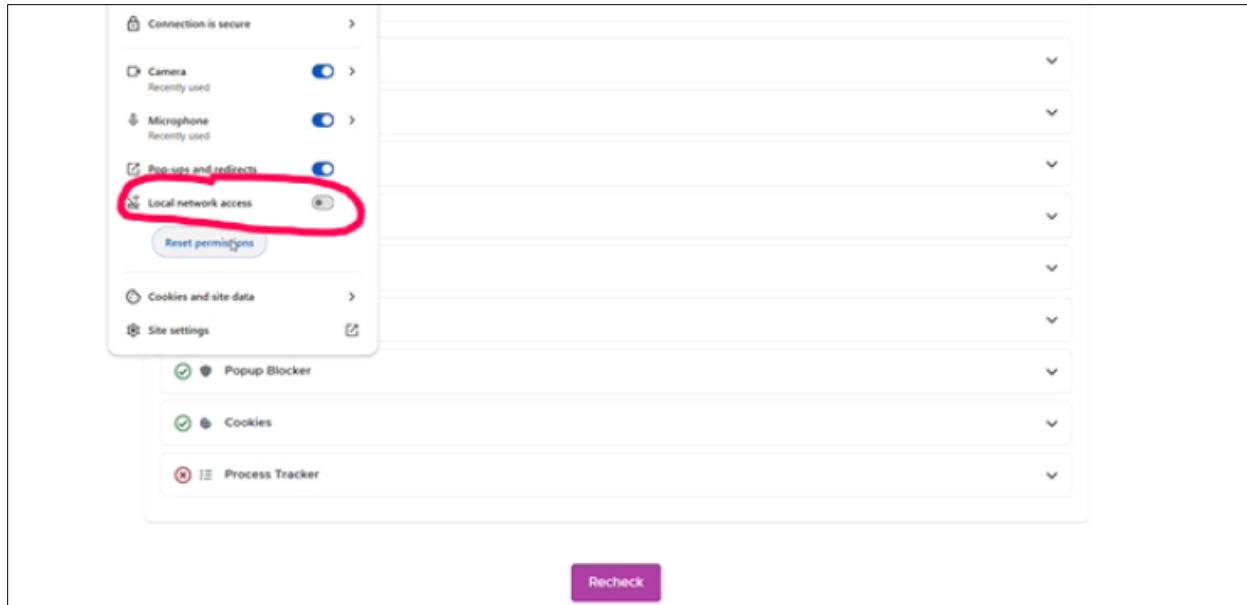
- Open Chrome and type the following in the address bar:
  - chrome://policy/
- Review the list of applied Chrome policies.
- If screensharing is disabled, you will find the policy:
  - **Policy Name:** allowsscreenshare
  - **Policy Value:** false

### Use Chrome or Edge to launch the exam

The exam can only be launched on Google Chrome or Microsoft Edge. Other browsers are not supported and may lead to technical issues.

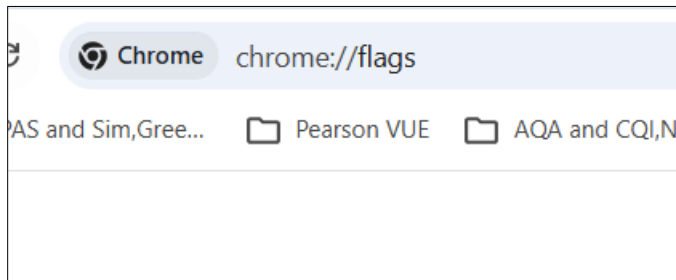
### Showing error “Process tracker not running” – even application is installed and it is running

**Step1:** Click the View Site Information icon to the left of the address bar to open the site settings, then toggle Local Network Access.

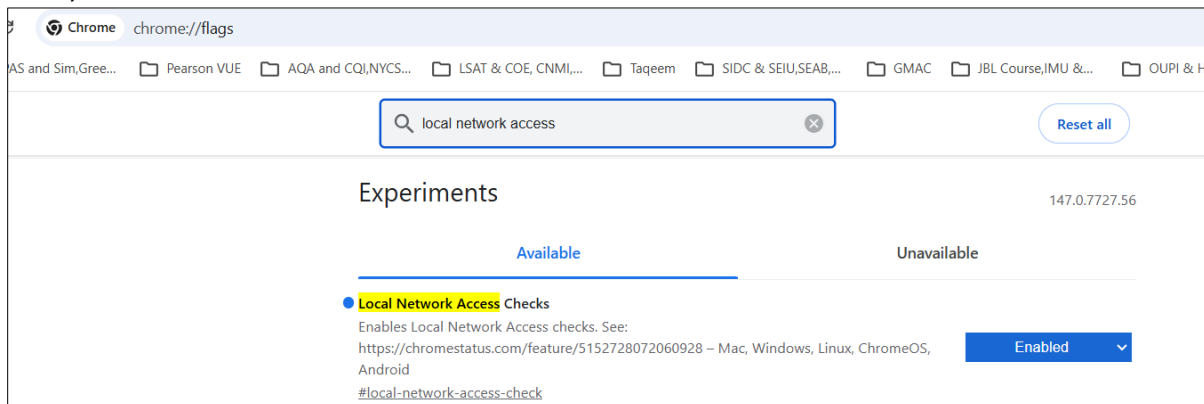


*Note: If Local network access is not available. Please enable it by follow below step.*

a) Address bar type chrome://flags

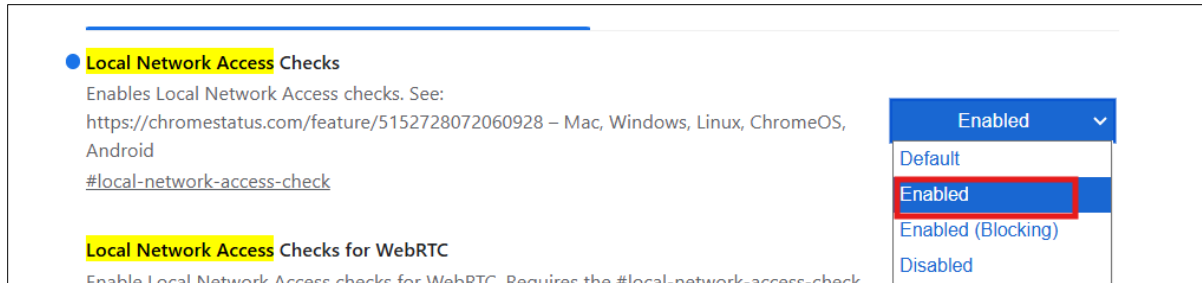


b) Search for Local network access



c) Local Network Access Checks –Select Enabled.

d) After above steps Local Network Access will be enabled.

**Step2: If enabling local network access does not resolve the issue.**

*Please following below steps to verify the functioning of process tracker:*

1. Please open the below URL in a new Chrome window  
<http://localhost:3000/health>
2. Output should be

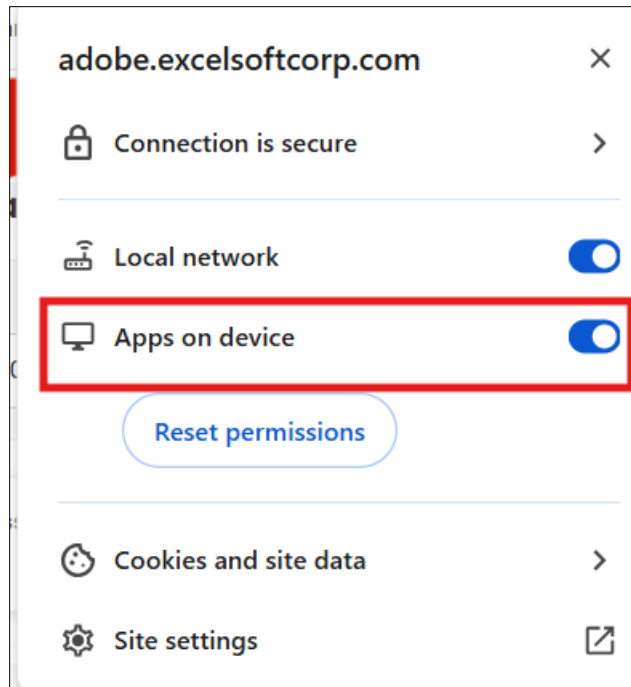
```
Pretty-print ☐  
{ "status": "running", "uptime_seconds": 53, "version": "0.2.0" }
```

If the output appears like this, there is no issue with the Process Tracker running. The issue needs to be checked with the Application team.

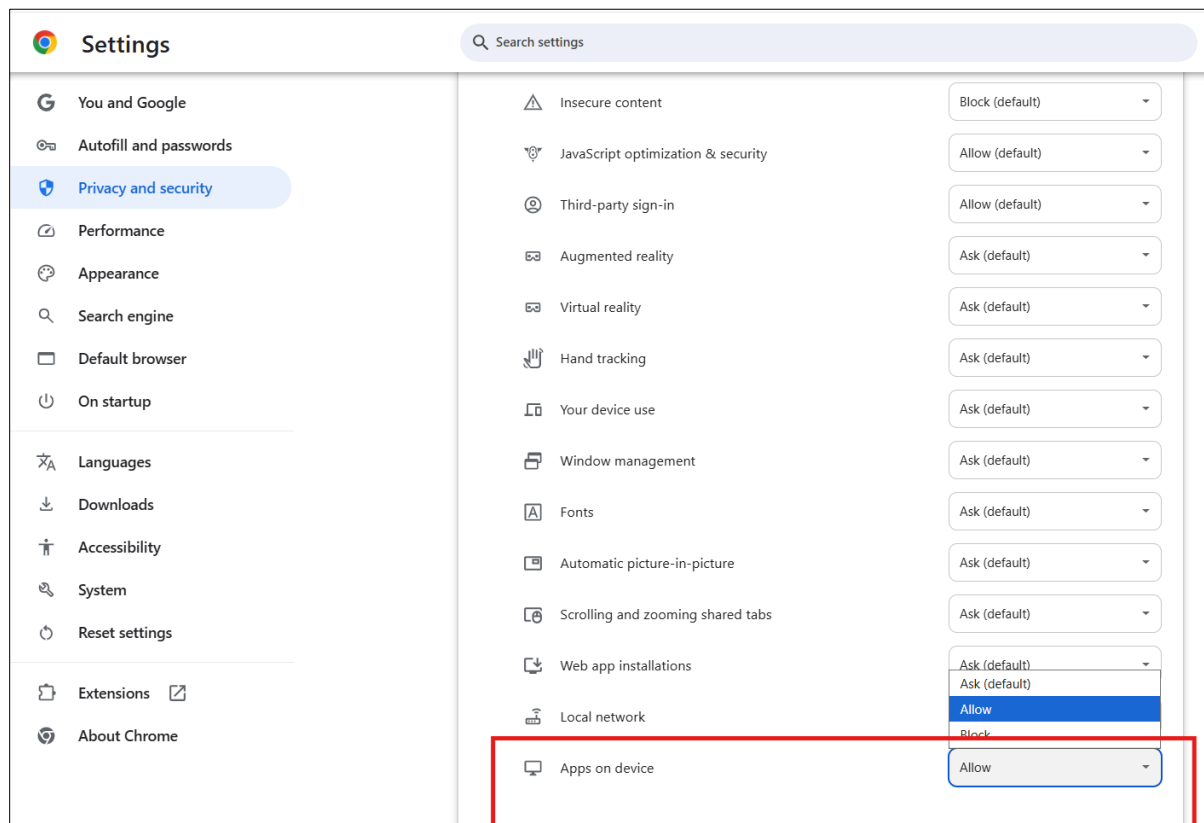
**Note:** This output is for Windows; on macOS, the version will be different.

**Step3:**Method1:

Click the **View Site Information** icon to the left of the address bar to open the site settings, then toggle Apps on device.



Method2: Chrome settings also allow **Apps on Device**



**Step4:** If port 3000 is used by any processes. Which we should highlight to candidate

**Method1: In windows machine**

Goto command prompt:

Type the command below command which is used to identify the process which using by port 3000

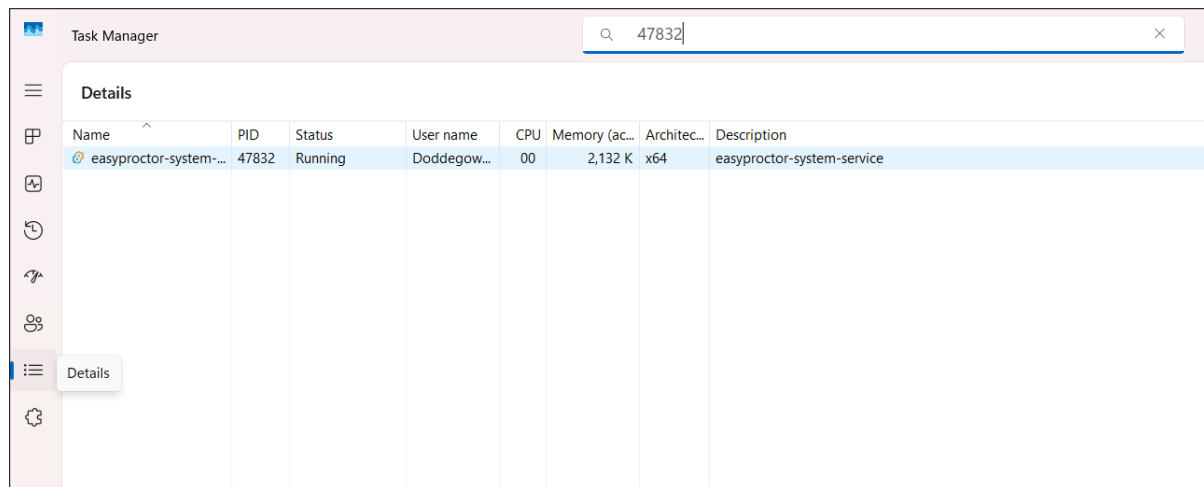
**netstat -ano | findstr :3000**

Currently process tracker is using by the port 3000

```
C:\Users\Doddegowda.h>netstat -aon | findstr :3000
TCP 127.0.0.1:3000 0.0.0.0:0 LISTENING 47832
```

If any other application is using by the port, we should ask the permission of candidate to close the application.

We can search by using PID in task manager and close the application.



If any other system process is used by the port, we should inform the candidate.

**Method2:**

**Mac machine**

Goto Terminal.

**Step1:** Below command to identify process running on port 3000  
lsof -t -i :3000

```
excelsoft@Excels-MacBook-Pro ~ % lsof -t -i :3000  
47448
```

**Step2:** below command to find information on pid

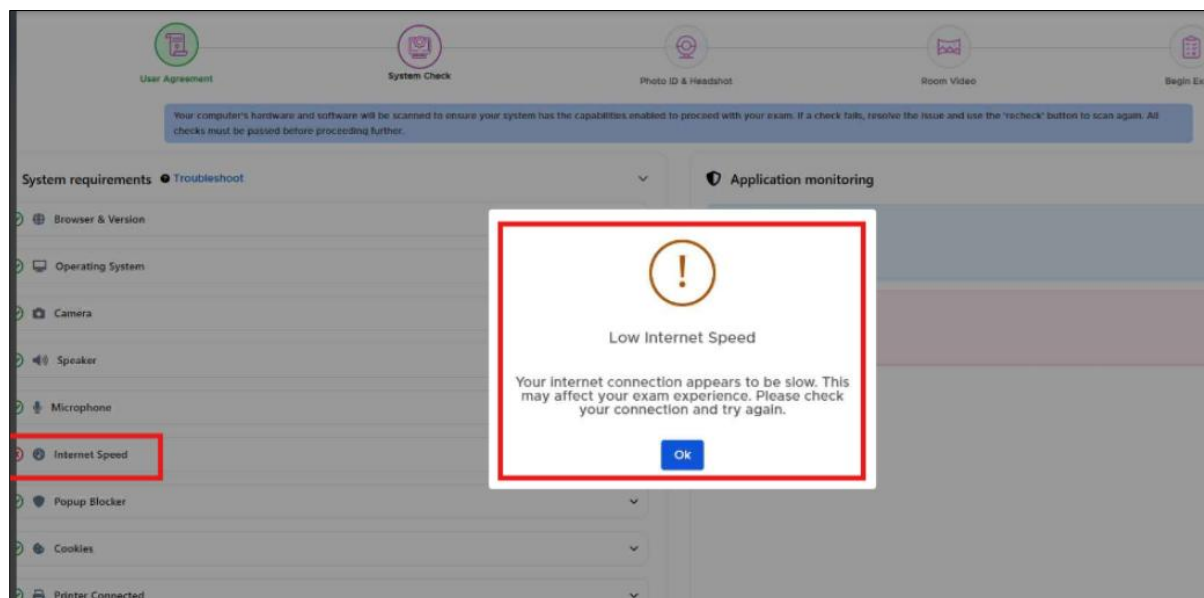
ps -fp [PID]

```
excelsoft@Excels-MacBook-Pro ~ % ps -fp 47448  
UID PID PPID C STIME TTY TIME CMD  
501 47448 1 0 4:36PM ?? 0:00.31 /private/var/folders/y2/wz5z4m62h96dogn1sqvmjc0000gn/T/AppTranslocation/8006CE10-AE95-41D1-A88C-69720A757000/d/easyproctor-system-service.app/Contents/MacOS/easyproctor-system-service
```

**Step3:** below command to kill the process. Note: please inform candidate to kill from their end  
kill [PID]

[Zoho session recording video](#)

**Experiencing low internet speed despite high-speed connectivity at the candidate's end.**



**Please follow below steps to ensure internet connection is good.**

1. Kindly follow the steps below to verify your internet connection

[https://es-k12assets.s3.dualstack.us-east-1.amazonaws.com/EasyProctor/Adobe/systemcheck.jpg?nnn=1769093981841\)\[%27\]\(https://es](https://es-k12assets.s3.dualstack.us-east-1.amazonaws.com/EasyProctor/Adobe/systemcheck.jpg?nnn=1769093981841)[%27](https://es)

[-k12assets.s3.dualstack.us-east-1.amazonaws.com/EasyProctor/Adobe/systemcheck.jpg?nnn=1769093981841\)%27\)](https://k12assets.s3.dualstack.us-east-1.amazonaws.com/EasyProctor/Adobe/systemcheck.jpg?nnn=1769093981841)%27)

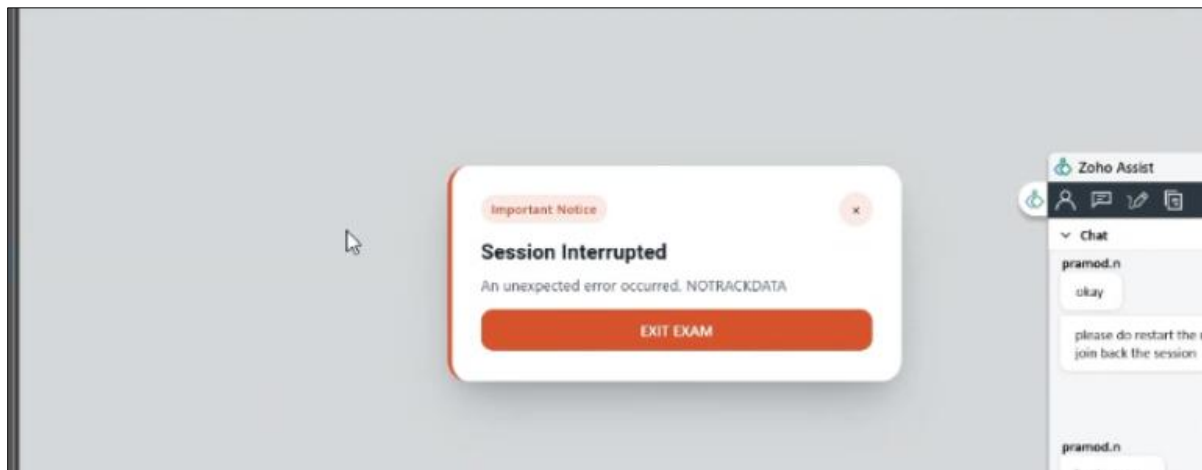
If the image downloads quickly, the candidate's machine has a stable internet connection; otherwise, refer to Step 2 for the cause of the issue.

2. If the download takes a long time, kindly share the following explanation with the candidate:

The reason you see a discrepancy is that standard speed tests (like Speedtest.net) are designed to measure your maximum theoretical bandwidth by opening multiple simultaneous connections to a local server.

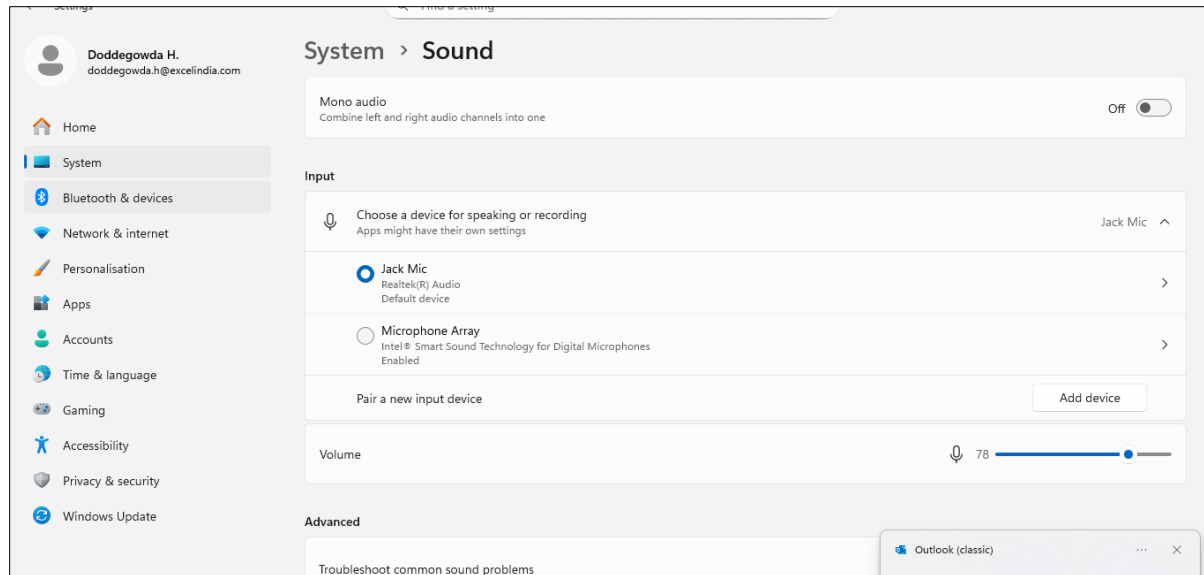
In contrast, our application measures the real-world performance of a single file transfer between your device and our specific server. Factors such as the physical distance to our server, the single-threaded nature of an image download, and network routing mean that while your 'pipe' is large, the specific 'stream' of data for this task is moving at a different rate. Both results are technically 'correct'—they just measure different things.

### Session Interrupted; An unexpected error occurred. NOTRACKDATA



Resolution:

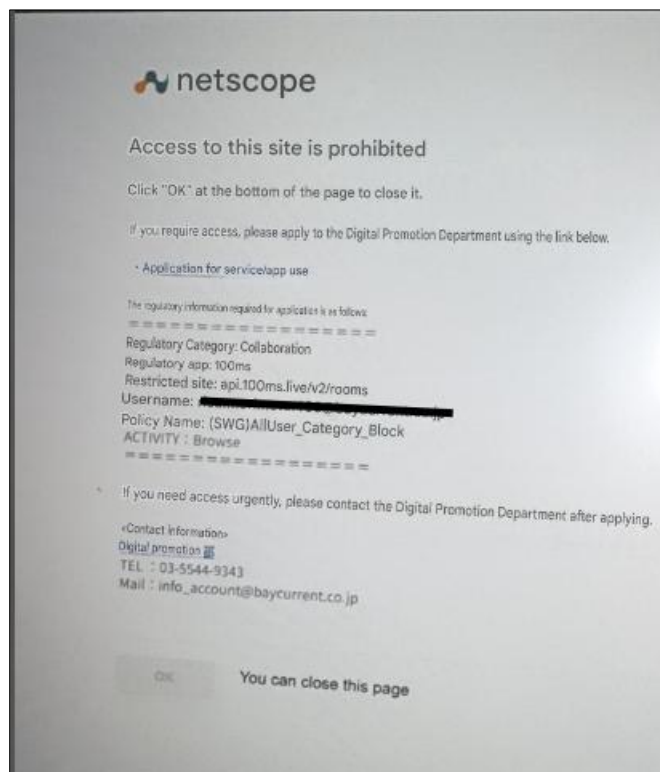
Navigate to **Settings → System → Sound → Input**. Make sure the input volume is enabled.



## Session Interrupted: An unexpected error occurred. Invalid Room ID

Please browse the URL mentioned below. If the page returns “Access to this site is prohibited,” it means the candidate’s network is blocking the streaming URL. In such cases, please ask the candidate to contact their IT team and request that this URL be allowed

<https://api.100ms.live/v2/rooms>



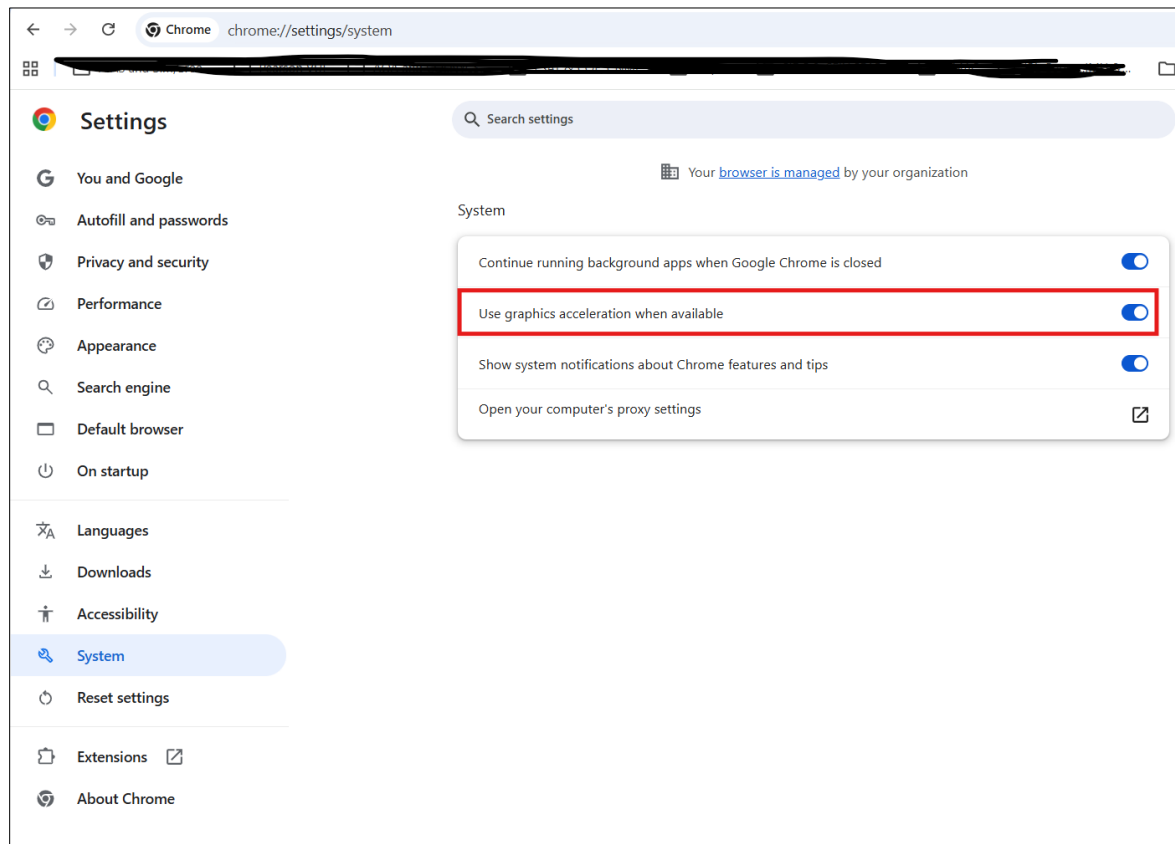
## Session Interrupted: An unexpected error occurred. ModelLoadError

### Cause

The system setting “Use graphics acceleration when available option” was disabled which is used to load the AI models.

### Resolution:

Navigate to `chrome://settings/system`. Make sure use graphics acceleration when available option enabled.



## Mac machine –process tracker not supported

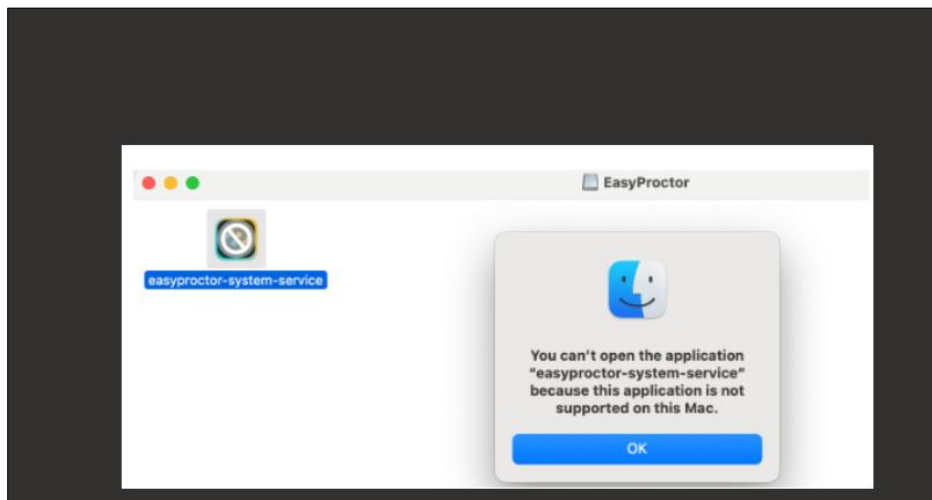
Please browse the URL mentioned below. If candidate facing issue for process tracker installation in mac machine for intel processor. We can provide updated process tracker to resolve the concern. Use the below link

<https://tsotrepository.s3.dualstack.us-east-1.amazonaws.com/Adobe/Mac%20intel%20processor%20issue/easyproctor.dmg>

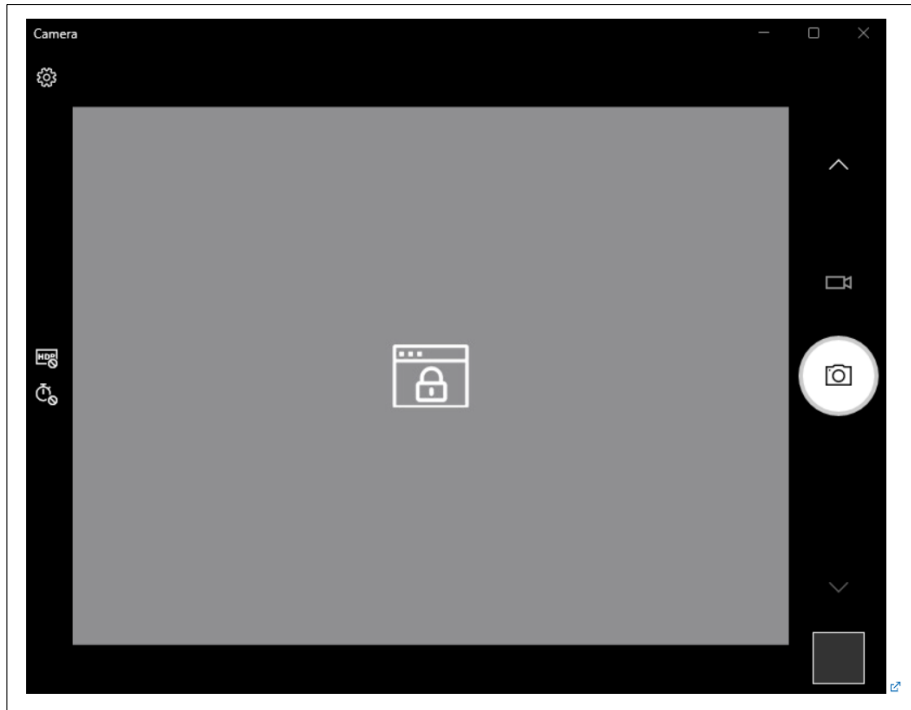
- Example of Mac specification.



- Screenshot of process tracker installation failure



## Camera locked



Press the function key (e.g., F8, F10, or Fn+F8/F10) that has a camera icon to unlock it.

## LIVE session trouble shooting recordings

### Camera issues

[recording1](#)

### Guardian browser

[recording1](#)

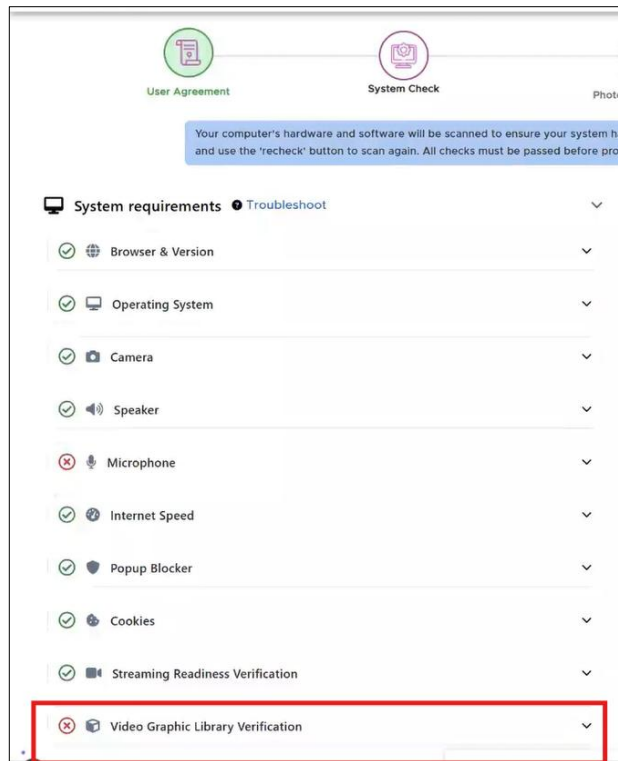
### Process tracker issue

[recording1](#)

### Screen share issue

[recording1](#)

## Video Graphic Library verification error

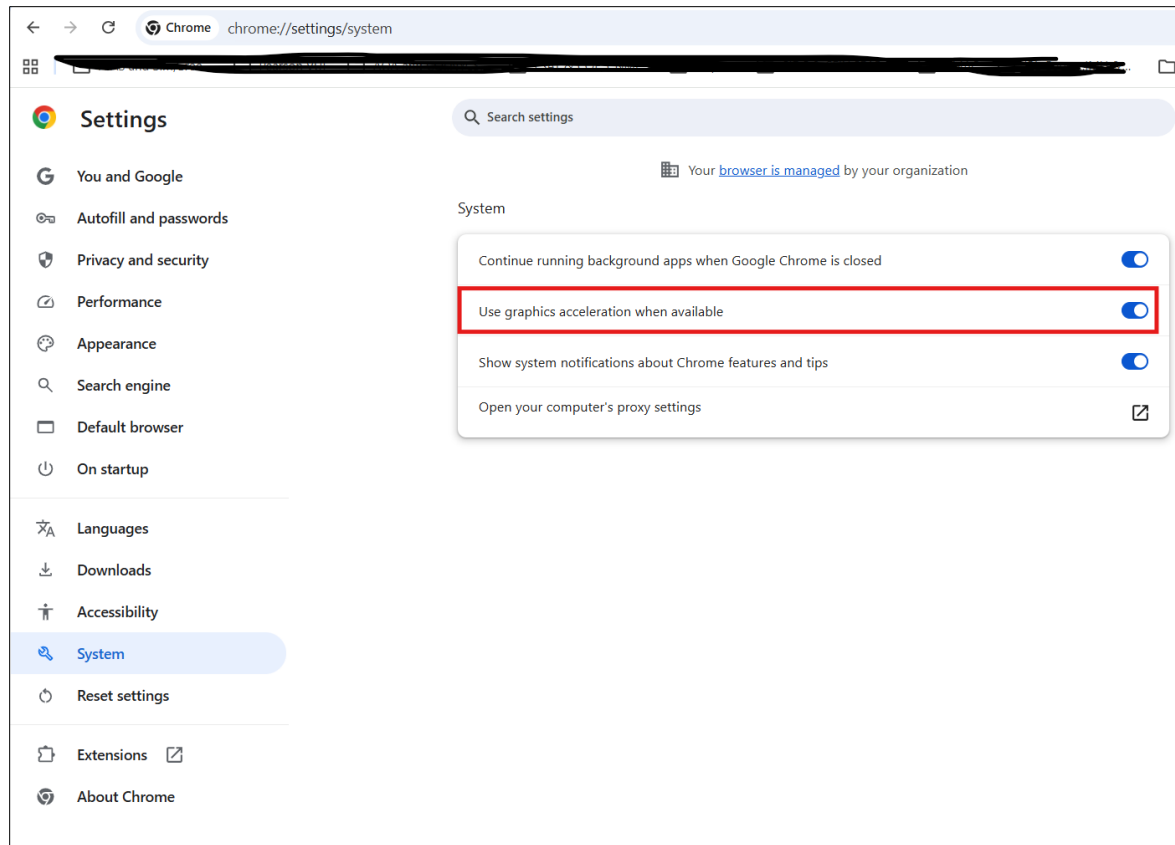


If candidate facing issue on Video Graphic Library Verification. Please follow below steps.

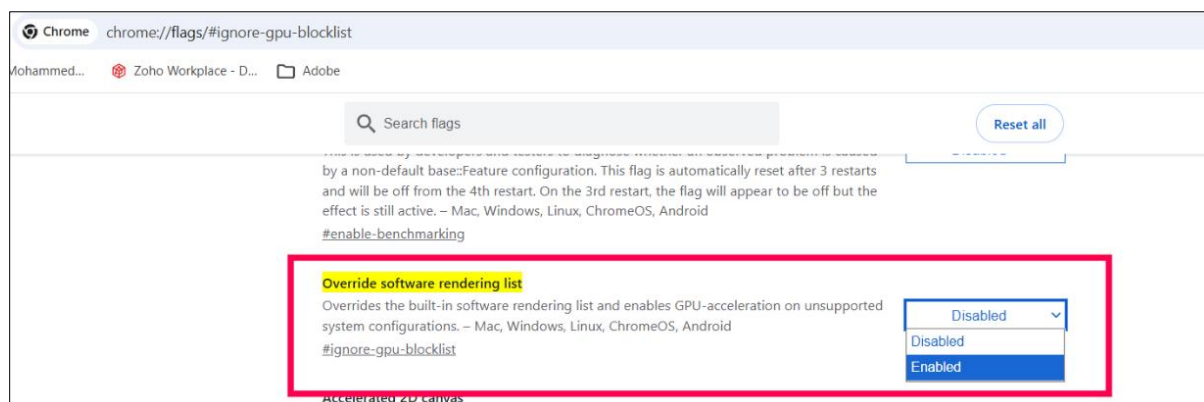
### Step1:

Navigate to <chrome://settings/system>.

Make sure use graphics acceleration when available **option** enabled.

**Step2:**

If above step doesn't work Navigate to **chrome://flags/#ignore-gpu-blocklist** and enable **"Override software rendering list"**.



Step3:

Navigate to **chrome://flags/#enable-unsafe-webgpu** and enable below configuration

- A. "Unsafe WebGPU Support"
- B. "Force High Performance GPU"
- C. "WebGPU Developer Features"

