



THE IIBA GUIDE TO ONLINE REMOTE PROCTORED EXAMS

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1.0 The Online Remote Proctored Exam Experience

IIBA's online remote proctored certification exams offer convenience and flexibility, allowing you to choose where and when to sit the exam. A simple check-in procedure, ID verification, and monitoring by PSI-certified proctors ensure the integrity and security of the exam.

You can prepare for a successful remote-proctoring experience by knowing what to expect on exam day. Use the tips and practices in this guide for a smooth, stress-free test. In addition to the online proctored format, CBAP and CCBA exams are also offered at PSI Test Centers. Refer to the [IIBA Exam Information](#) page for details.

To ensure a smooth, accurate, and fair testing experience for all, we kindly ask for your cooperation with our standardized procedures and security measures on exam day. Failure to follow the rules may result in termination of the exam session. Thank you for following this guide.



2.0 System Requirements and Compatibility Check

Step 1: Review the [System Requirements](#) to ensure that your hardware and system meets the PSI Secure Browser Requirements.

Step 2: Do a [Compatibility Check](#) to assesses your laptop/computer for minimum requirements to run the exam (internet connection, webcam, system requirements). The check alerts you to unstable internet connectivity, lack of bandwidth, outdated operating systems, unsupported devices, and webcam issues.

The compatibility check does not verify firewall and VPN settings. In areas where governments can block access to cross-border websites and meter internet traffic, you may experience additional restrictions that cannot be captured by the compatibility check.

For optimal results, replicate the exam day conditions as much as possible, with the same computer and room you plan to use for the test.

If the exam is unable to launch due to bandwidth, VPN, work computer or device issues, the scheduled exam will terminate, and the exam fee will be forfeited. There will be no refund. Please contact PSI support for assistance.

Disk Storage	The secure browser requires 500 MB of available disk storage to download and install.
Internet Connection	Broadband (DSL, cable, fiber optic, or LAN/WAN) minimum 750 kbps, 3 mbps or higher recommended Check your connection. Your location must support Voice Over Internet Protocol (VoIP) to complete the exam. When possible, use a hard-wired internet connection. Tethering to a mobile hotspot is strictly prohibited.
Bandwidth	Minimum 300 kbps
Network Security	Workplace firewalls and other security measures, such as virtual private networks (VPNs), often block the required secure connection. Take your exam in a setting without a corporate firewall.
Camera and Microphone	These must be functional and turned on for the entire exam, including security check and check-in.
Computer/laptop	Use a personal computer/laptop and not a work computer/laptop. The latter may have: <ul style="list-style-type: none"> ▪ Software installed that could block the PSI Bridge exam software from launching ▪ Background applications that cannot be removed or closed (e.g., Team Viewer) <p>If the exam is unable to launch, the scheduled exam will terminate, and the exam fee will be forfeited. There will be no refund.</p> <p>To ensure a consistent power supply, plug the computer into a power source for the duration of the exam. Tablets, mobile devices, and Chromebook cannot be used.</p>
One Monitor Only	Only one monitor can be running during the exam. A desktop with two monitors or a laptop with a separate monitor cannot be used. If multiple monitors are detected, the proctor will ask the candidate to remove, cover, or turn them around so they are not facing the candidate.
Technical Support	Live Proctoring – within US: 1-844-267-1017 Live Proctoring – outside US: 1-617-564-9052 Live Chat Support Support and proctoring software are available only in English.

3.0 Government-Issued Photo Identification

To be admitted to the exam, you must provide a piece of government issued photo-identification (ID). Acceptable identification must be valid (not expired) and original (not a photocopy). It must be written in western characters, showing your picture and signature. See [section 6.1](#) on how to upload your photo identification when you schedule your exam.

The following identification is accepted:

- Government-issued driver's licence
- US department of state driver's license
- National/state/country identification card
- Government-issued passport
- Passport card

The first name and last name on the identification must match the spelling (in western characters) of the first name and last name on the email confirmation from PSI and your IIBA contact information. If your name does not match, please email certification@iiba.org at least one week before your scheduled appointment.

Failure to complete this step on time will result in being denied admission to the exam, preventing you from taking it as scheduled. The exam fee will be forfeited, and you will have to pay IIBA to reschedule the exam.

4.0 Exam Room and Workspace Setup

4.1 Room

The room in which you will complete your exam must be:

- Quiet and free from distractions, with walls and a closed door
- Well-lit, uncluttered, and free from background noise
- Private—no one is allowed in the room during the exam

4.2 Workspace

The computer/laptop must be on a table or desk. The work area must be clear of all materials, including pictures, posters, whiteboards, and any other restricted items.

4.3 Personal Belongings

During the exam, you may not access hand-held computers or other electronic devices or wearable technology, including pagers, cell phones (except to use for check-in), watches, and smartwatches.

You are also prohibited from accessing wallets, purses, hats (or other non-religious head coverings), bags, coats, books, notes, and any other materials not specifically approved.

For exam day instructions and expectations, please watch the [PSI Online Proctoring Experience video](#).

5.0 Testing Accommodation

You may request a modification to the exam procedure due to a disability or other medical condition that may affect your ability to sit the exam.

Any existing scheduled exam must first be cancelled. We cannot apply accommodations to existing scheduled exams.

To request an accommodation, please follow these steps:

Step 1: Before you schedule your exam, email certification@iiba.org and provide a note from your doctor or health care professional. This note must:

- Be written in English
- Include the diagnosis of your disability or other medical condition that significantly impairs your ability to read or write the exam or any other related skills required to complete the exam
- Include the specific recommendation for your testing accommodation(s)

If required, IIBA may contact you for additional information to better understand your needs.

IIBA will redact your personal information after it has been reviewed, and it will no longer be in the system.

Step 2: IIBA will then contact PSI on your behalf.

Step 3: PSI will email you directly to set up the accommodation. (This can take up to 10 business days.)

6.0 Scheduling and Rescheduling Your Exam

6.1 Scheduling Your Exam

Once you have purchased the exam, you can schedule the exam. [Log in](#) with your IIBA credentials. Then, from your profile page, open the **Certification** menu.

Select **My Certifications**, then the certification name. Select **Get Started** to Schedule and Pass Exam.

Schedule and Pass Exam	Incomplete	Get started
------------------------	------------	-------------

You will be connected to the PSI Scheduling page where you can select your test.

Tests
Program Info

If you have a Testing Event Invitation code please enter it below to view your event tests.

APPLY
✕

✓ You're eligible to take the following tests:

Entry Certificate in Business Analysis (ECBA)

Online Proctored (Live)

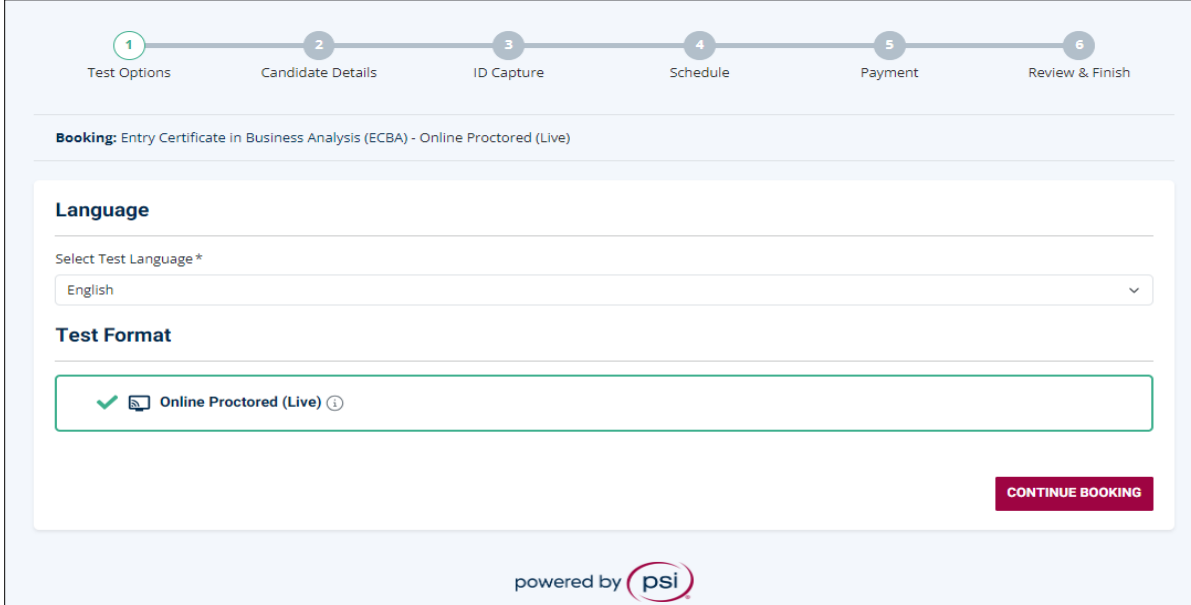
Review the Frequently Asked Questions (FAQs) and Test Instructions. Select **CONTINUE BOOKING**.

Entry Certificate in Business Analysis (ECBA)

FAQs
Test Instructions

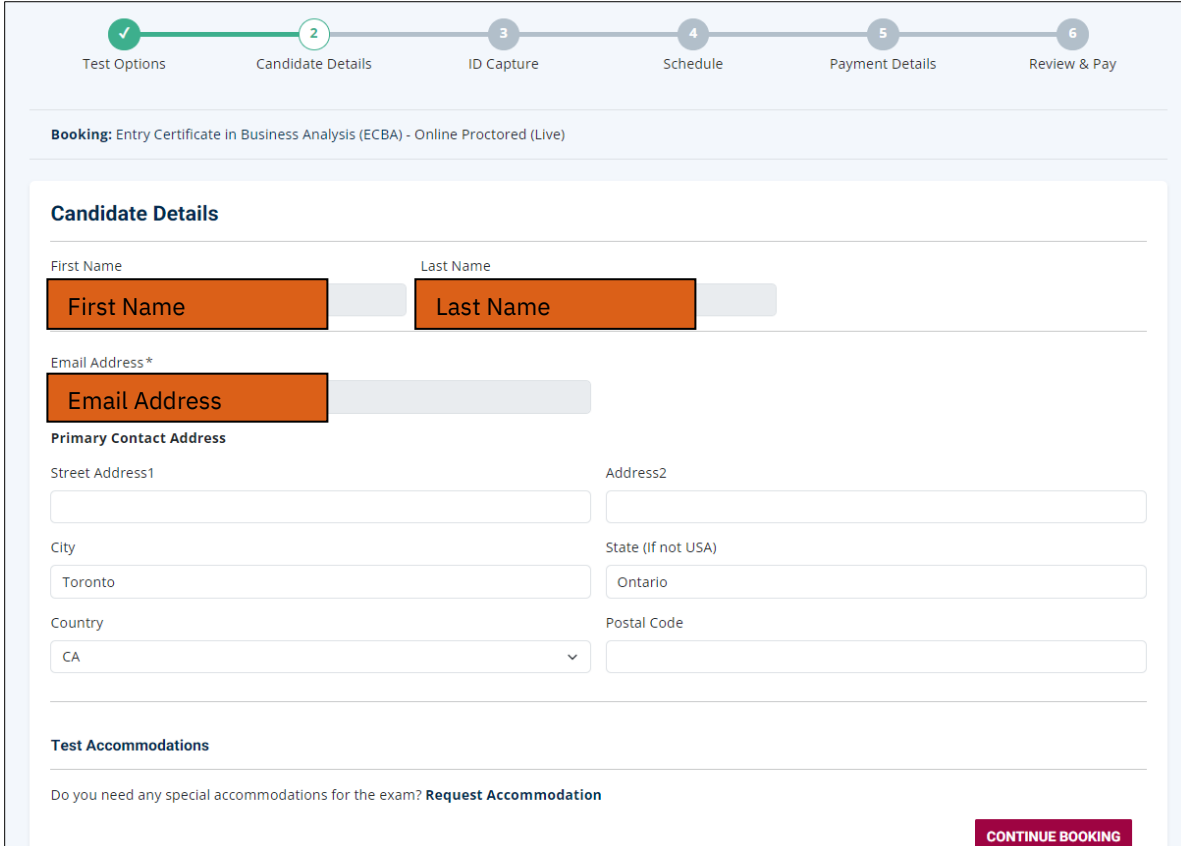
CONTINUE BOOKING

- ① From **Test Options**, go to **Select Test Language**, select the language for your exam and **CONTINUE BOOKING**.



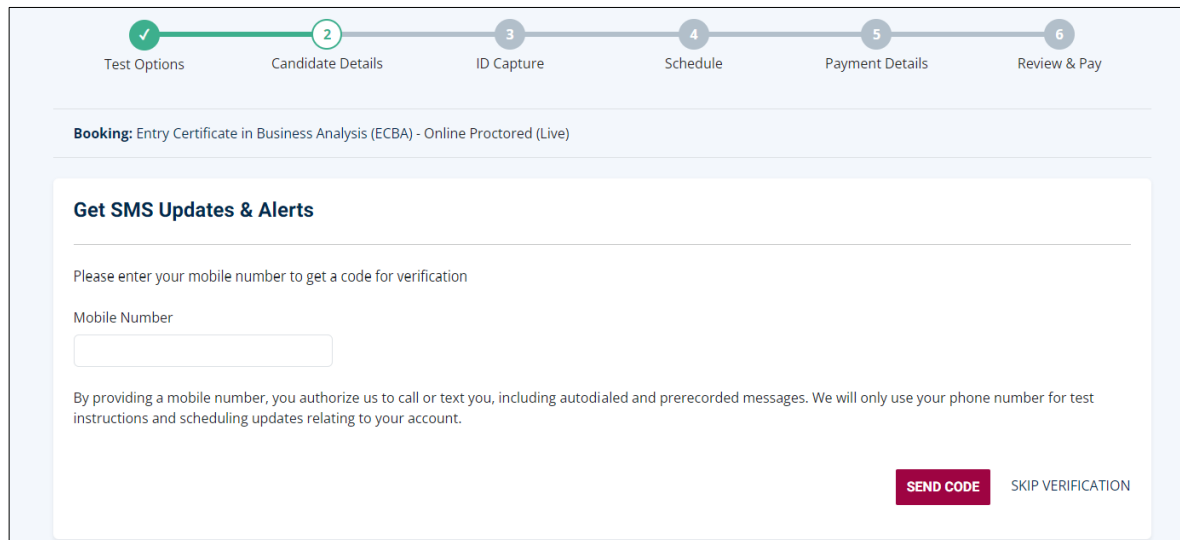
The screenshot shows the booking process for the 'Entry Certificate in Business Analysis (ECBA) - Online Proctored (Live)' exam. At the top, a progress bar indicates six steps: 1. Test Options (active), 2. Candidate Details, 3. ID Capture, 4. Schedule, 5. Payment, and 6. Review & Finish. The main content area is titled 'Language' and contains a 'Select Test Language*' dropdown menu with 'English' selected. Below this is the 'Test Format' section, which shows 'Online Proctored (Live)' with a green checkmark and a help icon. A red 'CONTINUE BOOKING' button is located at the bottom right. The footer mentions 'powered by psi'.

- ② View **Candidate Details** (email address, name, street address) and **CONTINUE BOOKING**. If you require Test Accommodations, email certification@iiba.org before you schedule your exam. See [section 5.0](#) for details.



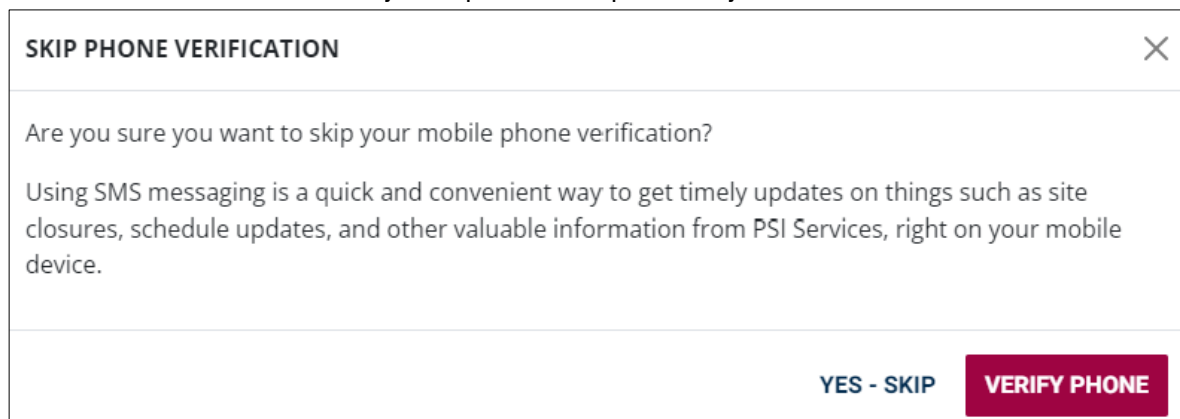
The screenshot shows the 'Candidate Details' step in the booking process. The progress bar at the top shows six steps: 1. Test Options (completed with a green checkmark), 2. Candidate Details (active), 3. ID Capture, 4. Schedule, 5. Payment Details, and 6. Review & Pay. The main content area is titled 'Candidate Details' and contains several input fields: 'First Name' and 'Last Name' (both with orange placeholder boxes), 'Email Address*' (with an orange placeholder box), and 'Primary Contact Address' which includes 'Street Address1', 'Address2', 'City' (pre-filled with 'Toronto'), 'State (If not USA)' (pre-filled with 'Ontario'), 'Country' (pre-filled with 'CA'), and 'Postal Code'. Below these fields is a section for 'Test Accommodations' with the text 'Do you need any special accommodations for the exam? Request Accommodation'. A red 'CONTINUE BOOKING' button is located at the bottom right.

OPTIONAL: If you wish to receive reminders and updates about your scheduled exam appointment on your mobile phone, enter your number here. Your mobile number will be used only for this purpose by PSI and will not be shared. Standard data and messaging rates apply. If you do not wish to have this option, delete any text that may be in the field and select SKIP VERIFICATION. This option is currently available in North America.



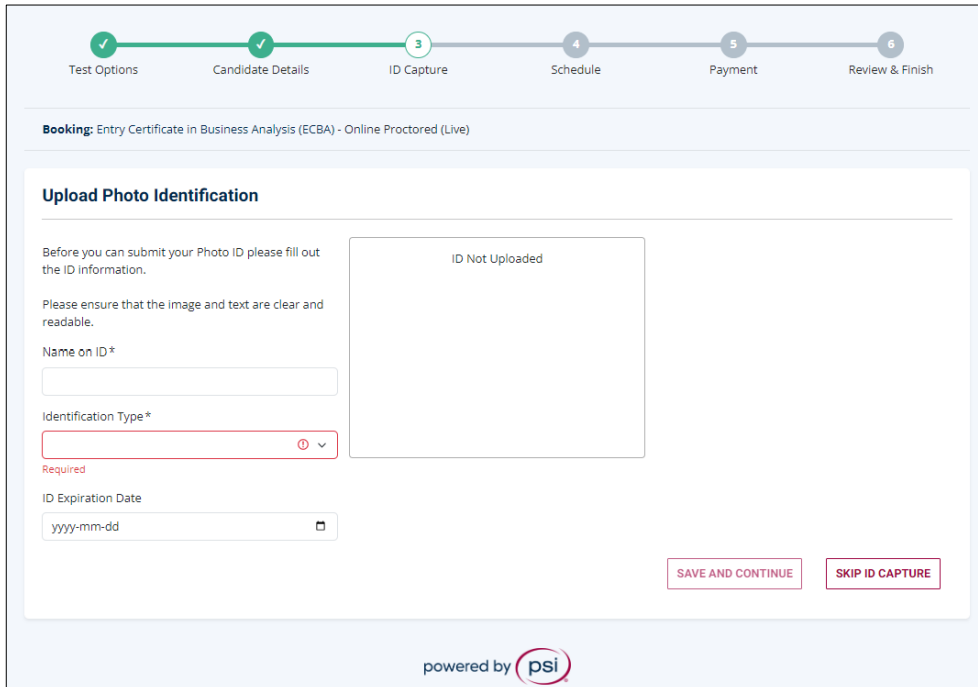
The screenshot shows a progress bar at the top with six steps: 1. Test Options (checked), 2. Candidate Details (active), 3. ID Capture, 4. Schedule, 5. Payment Details, and 6. Review & Pay. Below the progress bar, the text reads: "Booking: Entry Certificate in Business Analysis (ECBA) - Online Proctored (Live)". The main section is titled "Get SMS Updates & Alerts". It contains the instruction: "Please enter your mobile number to get a code for verification". Below this is a text input field labeled "Mobile Number". A disclaimer states: "By providing a mobile number, you authorize us to call or text you, including autodialed and prerecorded messages. We will only use your phone number for test instructions and scheduling updates relating to your account." At the bottom right, there are two buttons: "SEND CODE" and "SKIP VERIFICATION".

You will be asked to confirm your option to skip or verify.



The screenshot shows a modal dialog titled "SKIP PHONE VERIFICATION" with a close button (X) in the top right corner. The dialog contains the question: "Are you sure you want to skip your mobile phone verification?". Below the question, it explains: "Using SMS messaging is a quick and convenient way to get timely updates on things such as site closures, schedule updates, and other valuable information from PSI Services, right on your mobile device." At the bottom, there are two buttons: "YES - SKIP" and "VERIFY PHONE".

3 View **ID Capture** to upload photo identification



How to Upload Your Photo Identification

During scheduling, for **Online Remote Proctored Exams ONLY**, you have the option to upload a picture of your Photo ID to the PSI Booking Platform. This allows for pre-verification of the ID and a smoother check-in experience on test day. Follow the steps below for your ID Capture.

You can complete the upload by choosing one of two methods:

- By scanning a QR code to use your mobile phone camera
OR
- By clicking a link to use your laptop/desktop camera



Once you select an option, instructions are included for you to capture your identification image. You may re-take the image as many times as you wish to and may delete or modify the image or related identification information prior to completing your booking.

If you prefer to provide your Photo ID on test day only, and not in advance, you can opt out by clicking the **Skip ID Capture** button on the ID Capture page of the PSI Booking Platform.

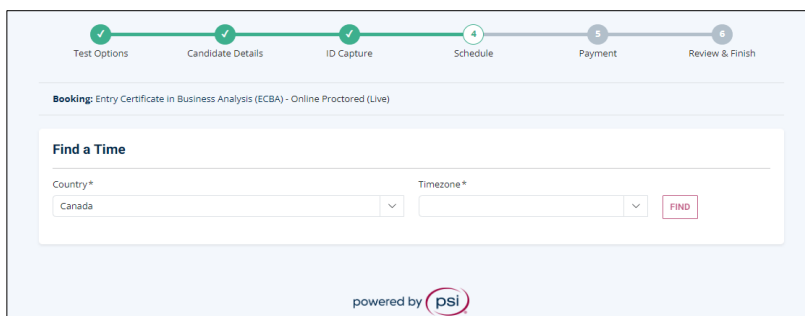
Uploaded ID images are stored securely in compliance with the General Data Protection Regulation (GDPR) and other privacy regulations. They remain in the PSI system for 90 days after test completion, after which they are automatically deleted. You also have the option to remove your uploaded identification through the PSI Booking Platform, which you can connect to by [logging in](#) with your IIBA credentials.

All candidates are still advised to bring their Photo ID to their scheduled test session for verification if requested by their proctor.

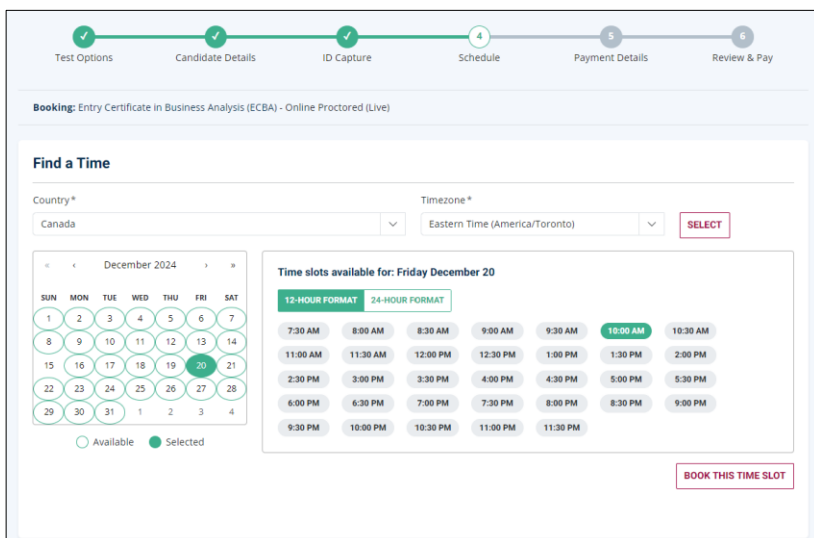
4

View Schedule

Find a Time and select your Country and Time Zone.




Select your date and time, then select **BOOK THIS TIME SLOT**.



6

Review & Finish

Review Candidate Details and Booking Information and select **CONFIRM BOOKING**.


One More Step! Please Review and Purchase!
This time slot is reserved for you until 12:03 PM (27 minutes and 7 seconds). Please complete your booking by then.

Review Booking

Will list candidate name, email address, city, country.

State (if not USA): Ontario

Country: CA

Photo ID Not Uploaded

(ID IMAGE)

Name on ID:

Identification Type:

ID Expiration Date:

Upload Date:

Booking Information

Entry Certificate in Business Analysis (ECBA)

Summary

☐ By continuing, you agree to The Company's **Terms of Use** and **Privacy Notice**.

CONFIRM BOOKING

View **Booking Confirmation** and select DONE or PRINT CONFIRMATION.

PSI will send you a confirmation email.

✓

✓

✓

✓

✓

✓

Test Options

Candidate Details

ID Capture

Schedule

Payment Details

Review & Pay

Booking Confirmation

DONE

PRINT CONFIRMATION

Candidate Billing Details

Will list candidate name, email address, city, country.

Photo ID Not Uploaded

(ID IMAGE)

Name on ID:

Identification Type:

ID Expiration Date:

Upload Date:

Booking Information

Entry Certificate in Business Analysis (ECBA)

6.2 Rescheduling or Cancelling Your Exam

Exams can only be rescheduled or cancelled **48 hours before** the scheduled appointment time. Failure to cancel or reschedule within this time will result in forfeiting exam fees. Follow the steps in [Section 6.1](#) to reschedule or cancel your exam booking.

The candidate is responsible for cancelling or rescheduling their appointment.

7.0 Tutorial Test

Once you have scheduled your exam, you can access the **PSI Tutorial Test**. The tutorial explains camera and microphone selection, preventative measures, ID requirements, room scans, and exam format. It guides you through the necessary steps to ensure you are prepared for exam day.

Please review [Preparing for Online Remote Proctored Exams with PSI](#) for more information on the Tutorial Test and how to access it. After you have scheduled your exam, complete the PSI Tutorial Test at least once (there is a limit of 3 attempts) before your scheduled exam date.

8.0 Exam Format and Navigation

For complete details, please refer to the [Exam Format and Navigation](#) guide. This document shows the exam format, navigation, and how to end the exam correctly.

Once you have completed and ended the exam correctly, a pass or fail result will be displayed on the screen. IIBA does not provide exam scores. Within two business days, you will receive an email from IIBA with the exam performance summary and next steps.

9.0 Exam Day Procedure

Preparation minimizes technical issues and positively enhances the exam experience.

9.1 Prepare Room and Identification

- Ensure your testing area is clear, quiet, and free from distractions
- Have your identification ready
- Have your cellphone available for the initial check-in, after which it must be turned off and placed out of reach

Items Allowed in the Testing Area:

- A glass or bottle of water in a clear container with no label on it
- A blank piece of paper (8.5x11”) or white board (8.5x11”) to make notes during your exam (when done, the proctor will ask you to tear up the paper or erase the whiteboard before exiting the exam)

Breaks:

- **No breaks are permitted** during the ECBA, AAC, CBDA, CCA, and CPOA exams.
- One 15-minute break is permitted for the CBAP and CCBA exams. If you are gone for more than 15 minutes, you will not be permitted to resume testing.

9.2 Arrive Early

Arrive up to 15 minutes before the scheduled exam time. If you arrive 15 minutes after the scheduled exam time, you will be marked absent and will lose your exam spot. Your exam fee will be forfeited and will not be refunded.

If you have any technical issues, PSI will work with you to get you started and launch your exam. The launch time may be delayed but you will still have your full allotted time to complete the exam.

9.3 Launch the Exam

To launch your exam, you must login with your [IIBA credentials through the IIBA portal](#), as it follows the single sign-on procedure. **Do not log in directly to PSI at any time.**

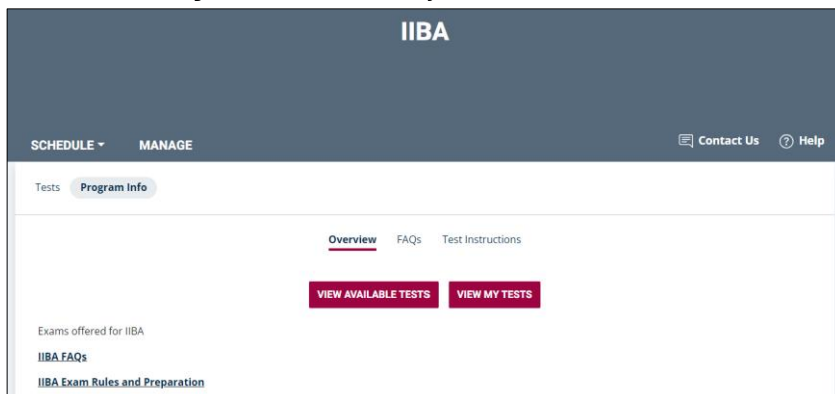
Log in to your IIBA account and select **Certification > My Certifications**. Select the exam you are taking.

Select **Get started** to access the PSI page.

Schedule and Pass Exam	Incomplete	Get started
------------------------	------------	-------------

On the PSI testing platform:

Select **View My Tests** to launch your exam.



Your booking information will appear, and you will be able to launch the exam.

Bookings: ②

Remote Testing Tutorial

LAUNCH TUTORIAL TEST

Timing: PSI recommends completing the tutorial **1-3 days prior to your exam date**. The Launch link will expire **150 minutes (2 hours and 30 minutes)** prior to your scheduled exam time.

Duration: The tutorial will take approximately 30 minutes to complete.

Attempts: Launch the tutorial test up to three (3) times to familiarize yourself with the environment.

Prior to test day, we recommend that you familiarize yourself with PSI's **Secure Browser** and the remote testing environment. Please use the computer you plan to use for your exam. Your successful completion of the tutorial test is essential to ensuring a smooth start to your online testing experience. Completing the tutorial will **ensure you know how to:**

- Download and install the **Secure Browser**
- Identify and deactivate/uninstall prohibited programs and processes
- Understand how our mobile ID upload process works
- Navigate the Secure Browser interface
- Successfully close out and exit your test

Online Proctored (Live)

Launch

Confirmation Number I124237408

View/Print Confirmation Test Instructions More Information

CANCEL BOOKING

RE-BOOK

9.4 Download the Secure Browser

After selecting your exam, you will be prompted to download the secure browser for installation on your computer.

Share your screen/computer access with the proctor so that they can view and close any running applications.

This will begin your identification and security check-in procedure.

9.5 Take a Photo of Your Identification

Note: If you have already uploaded your photo ID during scheduling, please proceed to the section 8.6.

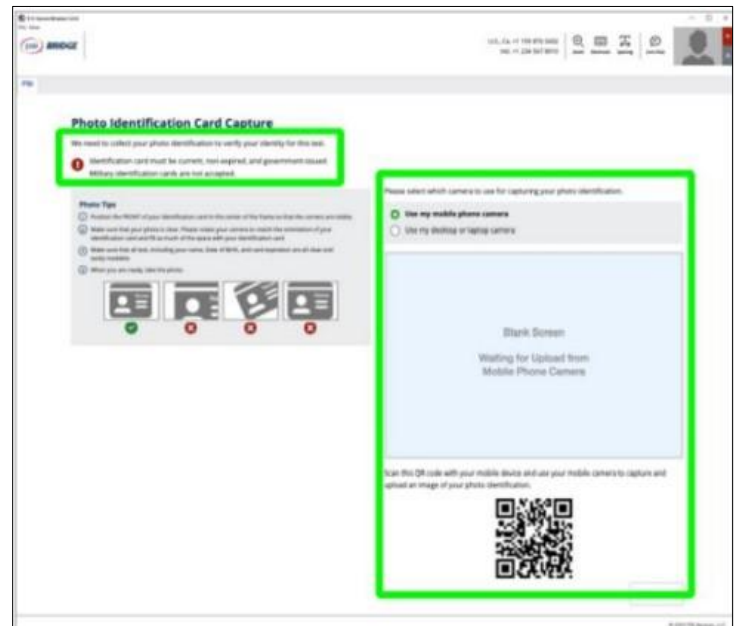
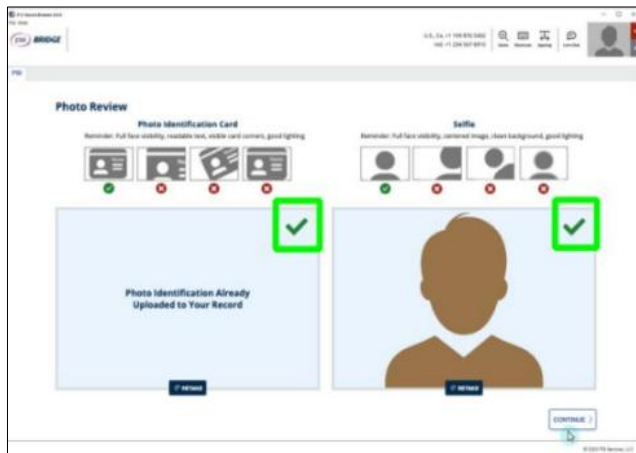
You have two options:

Option 1: Mobile Device (this is the default option)

Use this option for better image resolution.

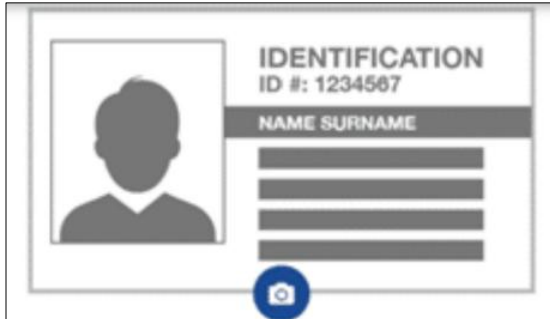
PSI will provide you with a QR code linking your mobile device to the test session.

Scan the code with your mobile device, then use your mobile device camera to take a picture of your photo ID.



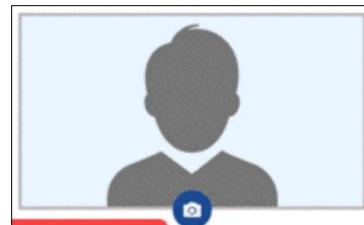
Option 2: Webcam

Place the identification card in position. Press the blue camera button to take a photo.



9.6 Take a Selfie

Position your face at the center of the frame and click the blue camera button to capture the image.



9.7 Follow Instructions to Perform Scans

During the scans, the proctor will be looking for security risks and prohibited items. They will inspect wall hangings, pictures, bookshelves, and electronic devices. You will be asked to remove any prohibited items and those that might compromise the exam's integrity. Your check-in procedure and full exam session will be recorded and saved by PSI.

360° Room Scan

Start with your webcam facing the left wall and rotate in a full circle (360°) to show all four walls of your room. Also scan floor to ceiling.

Desk Surface Scan

Use your webcam to show the desk surface, including under your laptop and keyboard, and the area under your desk.

Then, show your cell phone to the webcam and place it out of reach behind you.

Personal Scan

Show the front and back of your wrists, both ears, and glasses (if applicable).

9.8 Meet Your Proctor

- The proctor will greet you and assist you throughout the process
- You will be able to communicate with the proctor through live chat
- The proctor can see and hear you, but you will not see or hear the proctor
- The proctor is a trained professional who is there to assist, monitor, and ensure a smooth exam experience
- If technical support is required, the proctor will ask an agent to join the chat

On your allowed piece of paper, write down the Technical Support phone number shown on the screen in case you need to call for assistance.

9.9 Acknowledge IIBA's Exam Rules

When the exam launches and before the timer starts, you will be asked to agree to the following Exam Admission Rules:

General Instructions

- Do not use cell phones, smartwatches, tablets, or any other type of electronic devices
- Do not capture screenshots of the test screens or the test results page
- Do not write down exam content
- Do not talk, whisper, or move your lips
- Avoid covering your mouth
- Do not cover the camera to obstruct the proctor's view
- Your entire face must be visible to the camera at all times
- The exam setting must be in a private space, not an open public area
- Do not have anyone else in the room with you
- The workspace must be well lit with proper lighting
- You must remain at your workspace area (desk or table)
- Both hands must be on or above your workspace area

Not Allowed

- A break during these IIBA exams: AAC, CBDA, CCA, CPOA, ECBA
- Calculator *
- Reference materials
- Food and drinks

* For CBAP, CCBA, and CBDA an online calculator will show on the screen.

Allowed

- One 15-minute break during these IIBA exams only: CBAP, CCBA; no extra time will be given. If you are gone for more than 15 minutes, you will not be permitted to resume testing.
- You may stretch as long as you remain within the camera view; you are permitted one stretch only, which counts if you stand up.
- Water in a clear container/bottle with no label on it
- Blank paper (8.5x11") or white board (8.5x11") to make notes during your exam (note: the proctor will ask that you tear up the paper or erase the whiteboard before ending the exam)

Certain violations may result in termination of your exam and possible forfeiture of your exam fees. If you need any assistance during your exam, click the chat option in the toolbar.

To proceed with launching your exam, select Agree. If you do not agree to follow IIBA's exam rules, select Cancel Exam.

[CANCEL EXAM](#)

[AGREE](#)

10.0 Major and Minor Exam Violations

10.1 Major Violations That Will End the Exam Session

No warnings will be issued for these violations; the proctor will terminate the session immediately. Your exam fee will be forfeited, and no refund will be issued.

	PROCTORING RULE	WHAT DOES THIS MEAN
1.	Someone else in the room / Seeks exam help	Someone other than the candidate in the room during the session and candidate asks for assistance on the exam
2.	Fails to erase/clean the whiteboard writing	Candidate did not wipe whiteboard at exam's conclusion
3.	Exhibits explicit behaviour	Candidate is acting in an inappropriate manner
4.	Accesses explicit materials	Candidate has inappropriate materials on their desktop
5.	Covers the camera	Candidate places an object over the camera to obstruct the proctor's view
6.	Fails to show allowed materials	Candidate did not show blank paper/white board to the proctor
7.	Fails to rip allowed paper	Candidate did not destroy paper
8.	Browses other websites	Candidate is browsing the internet
9.	Browses local computer	Candidate is browsing other local resources during the exam
10.	Copies exam content on paper	Candidate writes down exam content
11.	Screen recording software copies exam content	Candidate uses software to copy exam content
12.	Copy/pastes content and saves to computer	Candidate performs a copy/paste of exam content and saves content
13.	Takes picture or video of the screen	Candidate takes a picture or video of the screen
14.	Uses other application	Candidate is using other application on their computer
15.	Opens calculator	Candidate is using a calculator on their computer
16.	Opens notepad	Candidate is using notepad on their computer
17.	Opens instant messaging	Candidate is using instant messaging on their computer
18.	Leaves room	Candidate leaves the room without informing the proctor
19.	Uses reference materials	Candidate is using reference materials of any kind
20.	Uses handheld calculator	Candidate is attempting to use a handheld calculator when it is not allowed
21.	Uses mobile device/telephone	Candidate attempts to use a telephone or mobile device during exam
22.	Uses another computer	Candidate attempts to use another computer or device

10.2 Minor Violations and Number of Warnings Allowed

After one or more warnings for the following minor violations, the proctor will end the session. Your exam fee will be forfeited, and no refund will be issued.

	PROCTORING RULE	WHAT DOES THIS MEAN	WARNINGS ALLOWED
1.	Talks to someone else in room	Someone other than the candidate in the room during the session and candidate speaks to that person	1
2.	Environment changes	Candidate changes spaces during the exam	1
3.	Improper lighting	Lighting is inadequate or too strong for the proctor to see	2
4.	Improper device placement	Candidate camera is not placed for ideal viewing by the proctor	2
5.	Chews gum or eats/drinks	Only a bottle/glass of water without a label is allowed	3
6.	Out of view of camera	Candidate moves temporarily out of the camera's line of sight	2
7.	Taps feet or fingers	Candidate is causing noise unrelated to keyboard typing	3
8.	Talks aloud/Talks to themselves	Candidate is speaking aloud but not to someone else	2
9.	Explicit language	Candidate is using profane or abusive language out loud or via the chat	2
10.	Reads questions aloud	Candidate is reading the questions out loud	2
11.	Looks somewhere else	Candidate is not focusing eyes on the screen	2
12.	Earbuds present	Candidate has earbuds visible in the testing area	2
13.	Another computer present (not in use)	Candidate has another computer visible in the testing area	1
14.	Radio present	Candidate has a radio visible in the testing area	2
15.	Smartwatch present (not in use)	Candidate has a Smartwatch visible in the testing area	1
16.	Mobile device present (not in use)	Candidate has a mobile device visible in the testing area	1
17.	TV present	Candidate has a TV visible in the testing area	1
18.	Headset present	Candidate has headset visible in the testing area	2

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