



Disclaimer: This document is compliant to with ISO/IEC 17024 requirements., To make it to make it also compliant to with ASTM E2659-18 Standard Practice for Certificate Programs, the following considerations must be made only for Foundation certificates:

“Certification” also refers to “Certificate Program”

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Purpose

The PECB Online Examinee Manual serves as a complete resource, offering detailed instructions and information to examinees participating in PECB-certified online exams. It explains the examination procedures, regulations, and guidelines, ensuring a successful examination experience.

Create your PECB Account

Follow these steps to create a PECB Member Account:

Individuals interested in opening a PECB Member Account should follow the steps below:

1. [Click here](#)
2. Provide an email address
3. Type the verification code sent to the provided email address
4. Complete the registration form and click the Submit button

After attending a PECB Training/Self-Study/eLearning event, candidates will be able to see the completed training on their *myPECB* Dashboard.

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Candidates who have completed a PECB Training, Self-Study, or eLearning course and wish to take the exam online may schedule it for free by following the steps below.

1. Log in to your PECB account.
2. On your Dashboard, you will see a list of all the courses you've been enrolled in.
3. Under the **"Exam"** column, click the "+" icon next to the course for which you want to schedule the exam.

The screenshot shows the myPECB Dashboard. At the top, there are three summary cards: '8 Courses Assigned', '2 Exams Passed', and '0 Certificates Obtained'. Below these is a table with columns: SCHEME, CONTENT, ATTENDANCE, EXAM, CERTIFICATE, CPD, and AMF. The 'EXAM' column is highlighted with a green box, and it contains '+' icons for most courses, indicating they can be scheduled for an exam. One course, 'ISO 9001 Lead Implementer', has a checkmark in the 'EXAM' column, indicating it has already been scheduled.

SCHEME	CONTENT	ATTENDANCE	EXAM	CERTIFICATE	CPD	AMF
NIS 2 Directive Lead Implementer					0/0	
ISO/IEC 27001 Lead Auditor					0/0	
ISO 9001 Lead Implementer					0/0	
ISO 31000 Risk Manager					0/0	
ISO 31000 Lead Risk Manager					0/0	

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4. Select a suitable date and time slot from the available options and click **“Schedule Now”**.

The screenshot displays the 'myPECB Find Exam' interface. At the top, there is a navigation menu with options like Dashboard, Certificate Applications, Become a Trainer, Billing, My PECB, and Customer Service. The main content area is titled 'Find Exam' and includes a search bar with the following fields: 'Select Exam Category' (set to 'ISO/IEC 27001 Lead Auditor'), 'Select Exam Language', and 'Any Date'. A 'Browse Now' button is located to the right of these fields. Below the search bar, there is a section for selecting an exam session based on the local time zone. A legend indicates that red dots represent 'Occupied Seats' and green dots represent 'Available Seats'. The table below shows three exam sessions for the date 2025-08-23 at 20:30. Each session is for 'ISO/IEC 27001 Lead Auditor' and has 8/20 seats available. The sessions are offered in English, Arabic, and Czech. Each row in the table has a 'Schedule Now' button.

UTC TIME ZONE	YOUR LOCAL TIME ZONE	EXAM	LANGUAGE	SEAT OCCUPANCY	ACTION
2025-08-23 20:30	2025-08-23 20:30	ISO/IEC 27001 Lead Auditor	English	8/20	Schedule Now
2025-08-23 20:30	2025-08-23 20:30	ISO/IEC 27001 Lead Auditor	Arabic	8/20	Schedule Now
2025-08-23 20:30	2025-08-23 20:30	ISO/IEC 27001 Lead Auditor	Czech	8/20	Schedule Now

5. Read and agree to the exam rules and policies by selecting **“I agree to exam rules and policies”**, then click **“Confirm”**.
6. Agree to the **“PECB Exam Rules and Policies”** and the requirements of having a webcam during the online exam session and press **“Confirm”**

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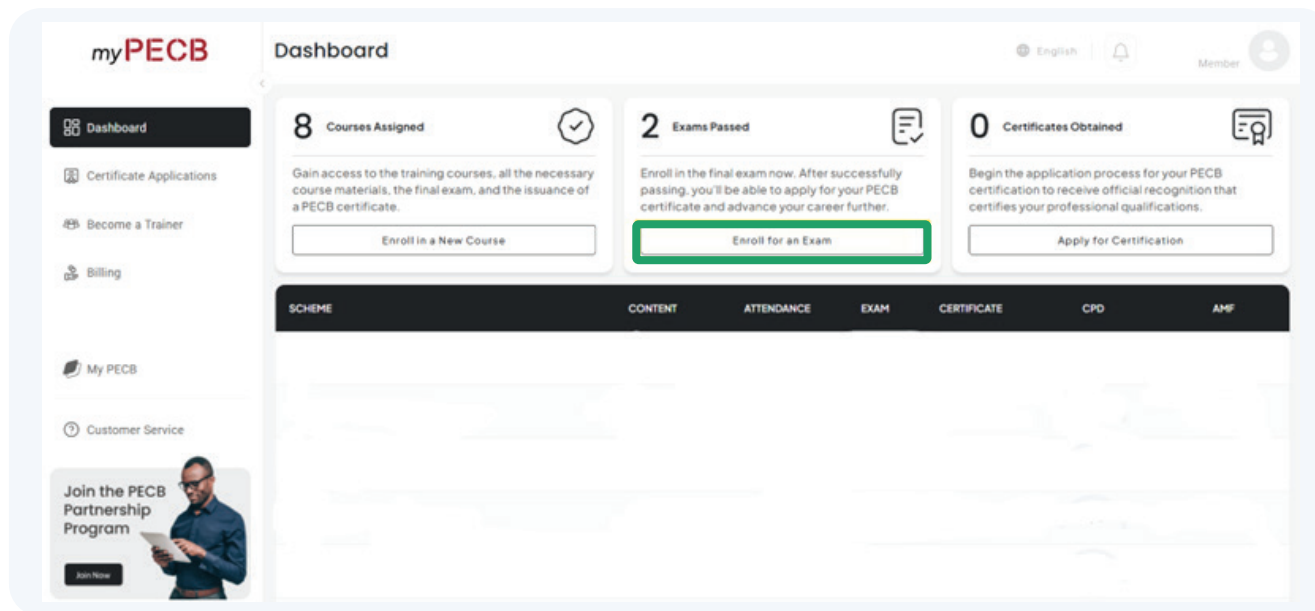
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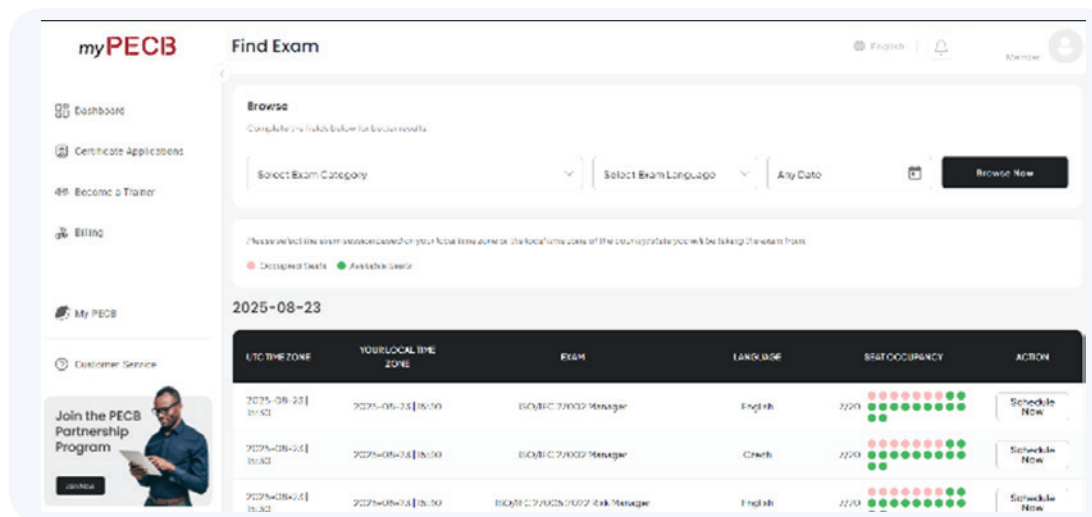
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Candidates who did not attend a PECB training event but wish to take an online exam can schedule it directly through the myPECB platform.

1. Log in to your account.
2. On your Dashboard, click **“Enroll for an Exam”**.



3. Filter or search for the exam you wish to take, then click **“Browse Now”**.



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Here's what the exam-related icons mean:

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4. A list of available exam sessions will appear. Select the one that suits you and click **"Schedule Now"**.
5. Read and agree to the exam rules and policies by selecting **"I agree to exam rules and policies"**, then click **"Confirm"**.

The screenshot shows the 'Exam Schedule Information' page. It includes a header with 'English' and 'Member' options. The main content is divided into two columns: 'Exam Schedule Information' and 'Online Exam Requirements'. The 'Exam Schedule Information' column lists details such as Exam Name (ISO 9001 Lead Implementer), Exam Language (English), Locations, Exam Event Type (Online), and Date & Time (UTC and local time). The 'Online Exam Requirements' column lists four items with checkmarks: 'Have a Laptop/ Desktop Computer', 'Have a Webcam & Microphone', 'Have a Stable Internet Connection', and 'Download PECB Exam App and Check Compatibility'. Below these columns, there is a checkbox labeled 'I agree to the PECB Exam Rules and Policies and have read the PECB Online Examinee Manual' which is checked. A 'Confirm & Pay' button is located below the checkbox.

6. Continue to Payment.

The screenshot shows the 'Select your payment method' page. It has a heading 'Select your payment method' and a sub-heading 'Pick the payment option that works best for you to complete the process.' Below this, there is a card for 'Pay with Card' featuring the Stripe logo and the text: 'Pay with Card is a secure and fast payment option that lets you use your credit or debit card. Complete your transaction with ease and confidence.' At the bottom of the page, there is a large black button with the text 'SUBMIT (\$1,000.00)'.

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Understanding Exam Status Icons on Your Dashboard

On your Dashboard, each training event you've participated in will display a row of icons. These icons represent different aspects of your progress, including exam status, certificates, CPD, and more.

Here's what the exam-related icons mean:

1. Green Checkmark

This icon indicates that you have successfully passed the exam for that training event.



2. Calendar with "+"

This icon indicates that the exam was **never scheduled**. Click on it to **schedule your exam** for the first time.



3. Clock with "X"

This icon signifies that the exam was scheduled but **not held** (e.g., missed or not attended). You will need to **reschedule** your exam. If you're eligible for a free retake, scroll down and select the **Reschedule – Free** option to book your next available slot.



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4. Hourglass Icon

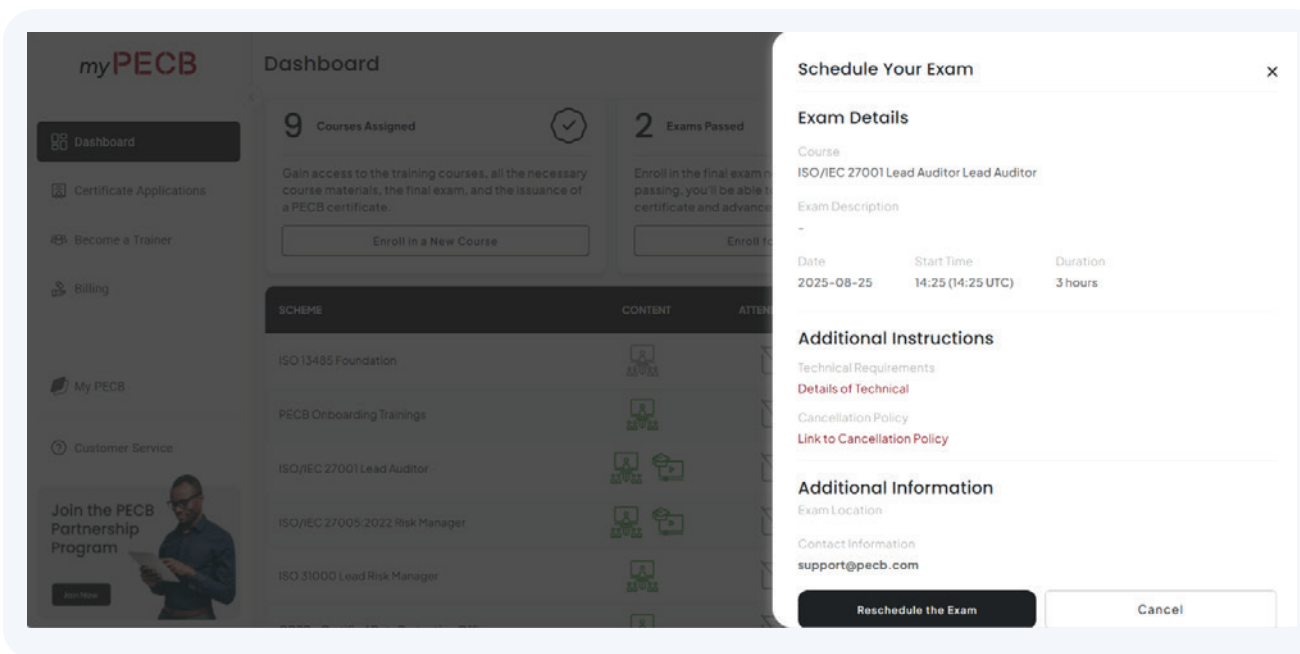
This icon indicates that your exam is **booked** but has not yet **started**.



Clicking on this icon will open a detailed view showing your exam booking information, including:

- Course name
- Exam date and start time
- Duration
- Technical requirements
- Cancellation policy
- Contact information

This view also includes any **additional instructions** you need to review before your exam session.



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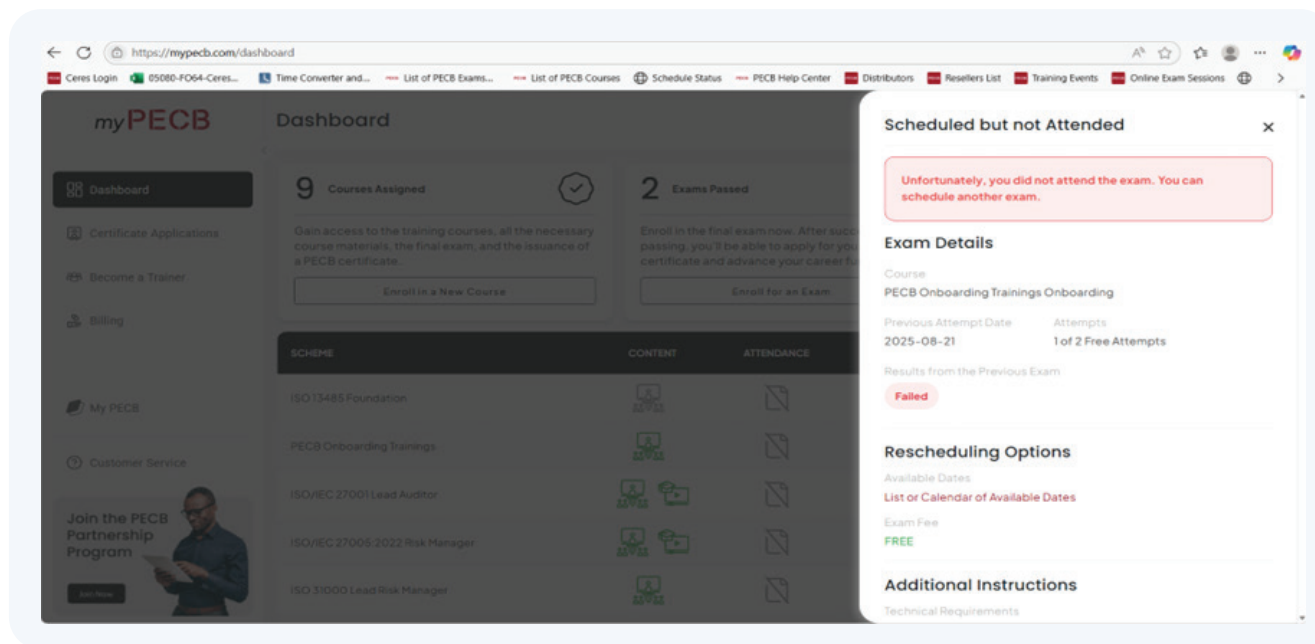
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To reschedule your exam:

- Click on the **Exam** section where the icon appears.
- If you are **eligible for a free retake**, scroll down and you will see the **“Reschedule – Free”** option.
 - ◊ Click **“Reschedule”** to view the available online exam slots.
 - ◊ Choose the time slot that best suits your schedule.



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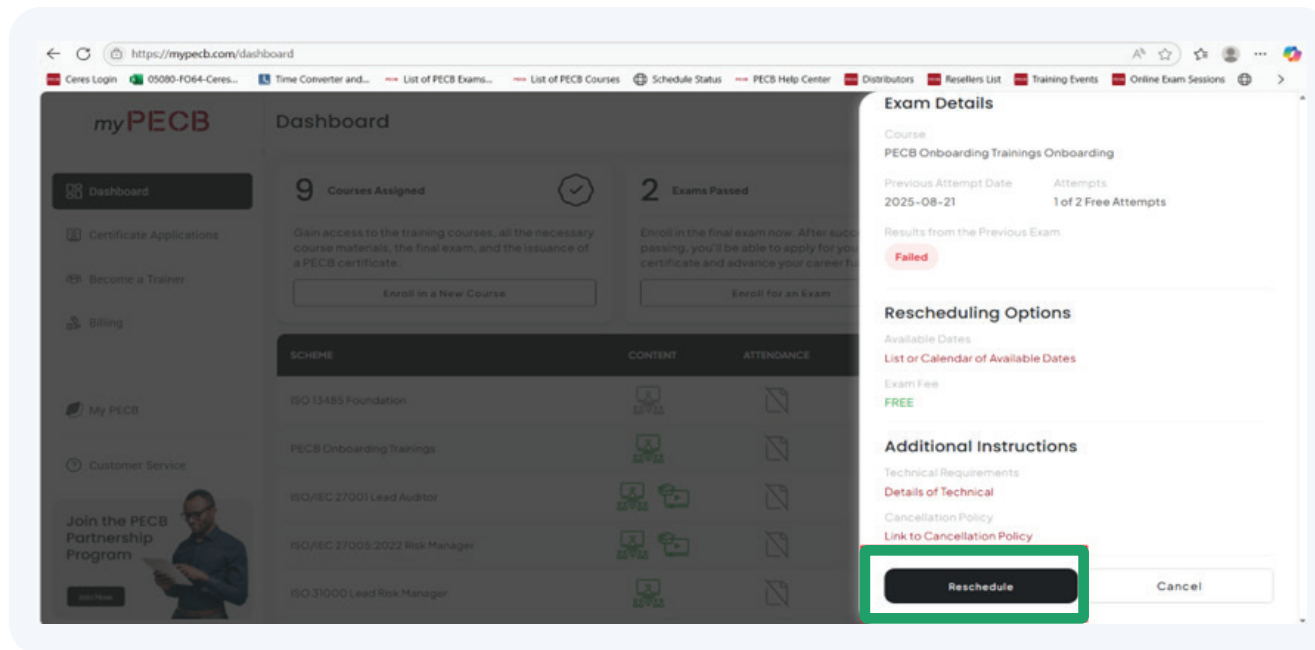
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If you are **not eligible for a free retake**, you will see the **“Pay and Reschedule”** button instead.

- Click **“Pay and Reschedule”** to be redirected to the list of published online exam slots.
- Select your preferred time slot, then proceed to the payment step to complete your booking.

Note: If you are unsure about your eligibility for a free retake, please contact us at online.exams@pecb.com

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Introduction to the PECB Exams Application

The PECB Exams application is specialized software designed to facilitate and streamline the process of conducting online exams. Its primary purpose is to provide a secure, user-friendly, and efficient platform for examinees to take PECB certification exams remotely, from the comfort of their own locations.

Testing the PECB Exams application

Before starting your online exam, it is essential to verify that your system is fully compatible with the **PECB Exams application**. Follow the steps below to ensure everything is properly set up:

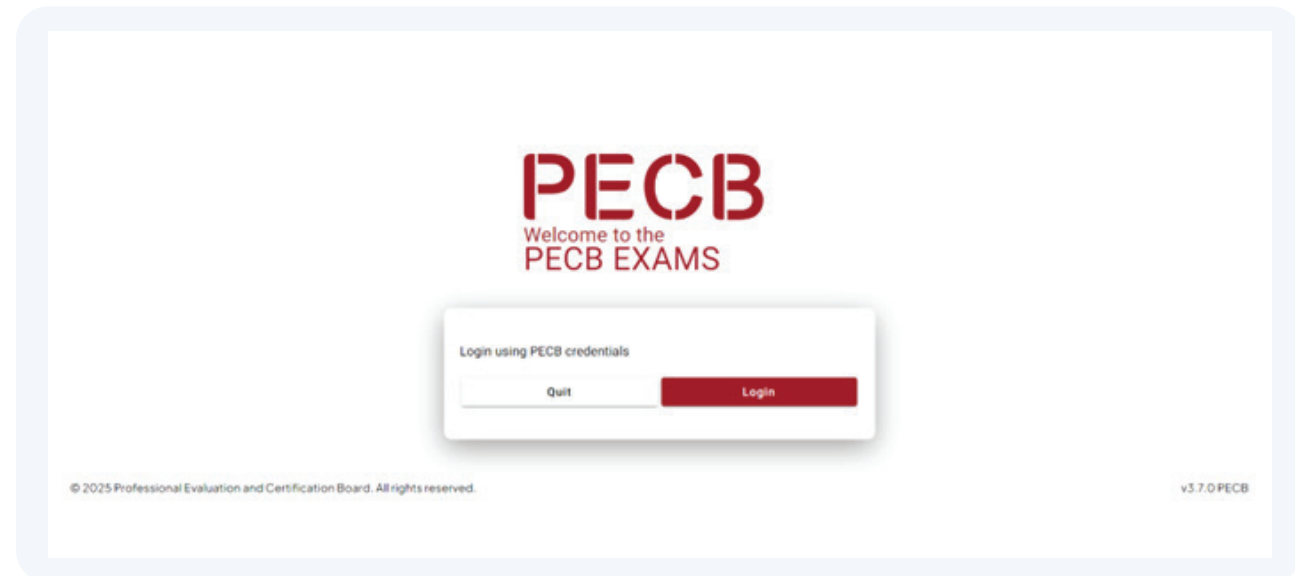
Download the Application

Click on the provided link to download the PECB Exams application [PECB Exams – PECB](#). Once the download is complete, proceed with the installation.

Log In to the Application

After installing the application:

- Open it and click “**Log In.**”



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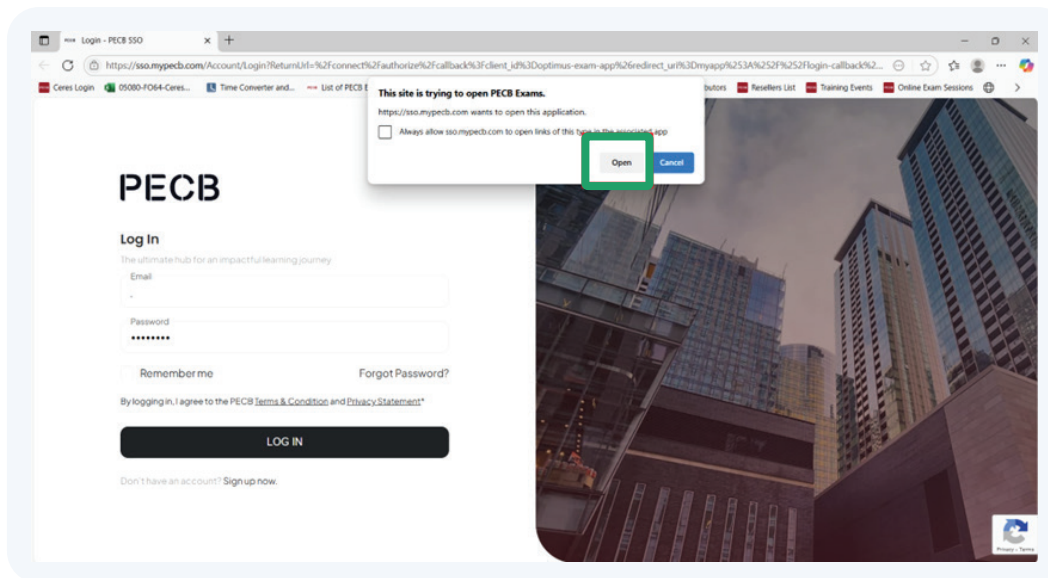
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- You will be redirected to the **PECB website**, where you must enter your PECB credentials and click **“Open”**.



- Once logged in, you will be granted access to the application.

If you experience any issues during the download or installation process, please contact us at online.exams@pecb.com.

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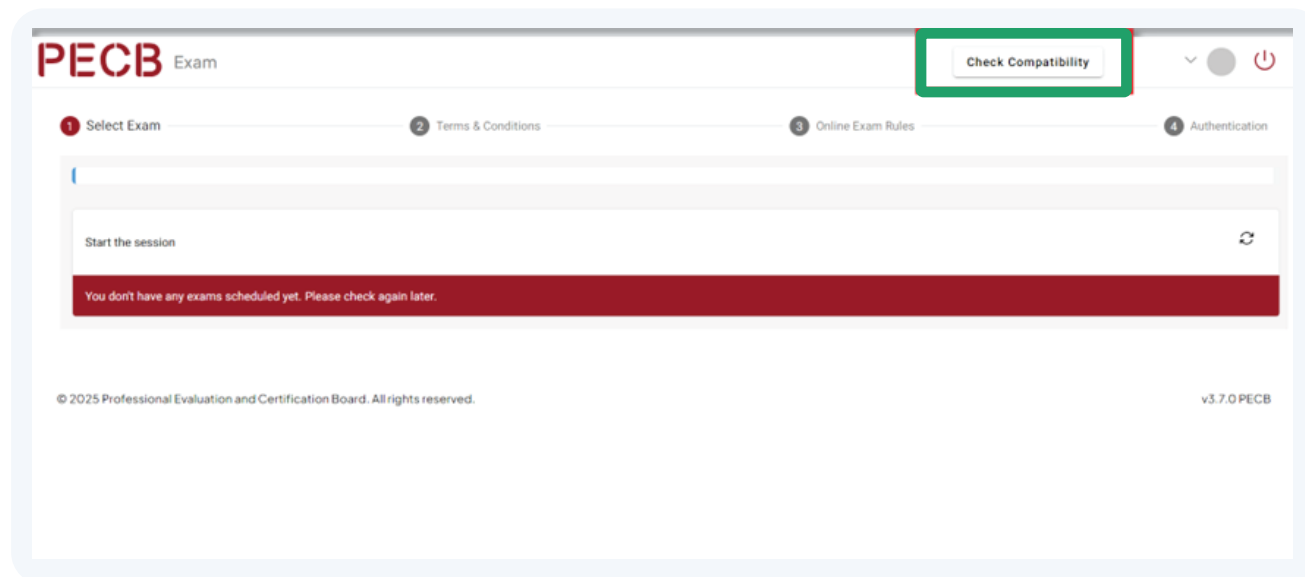
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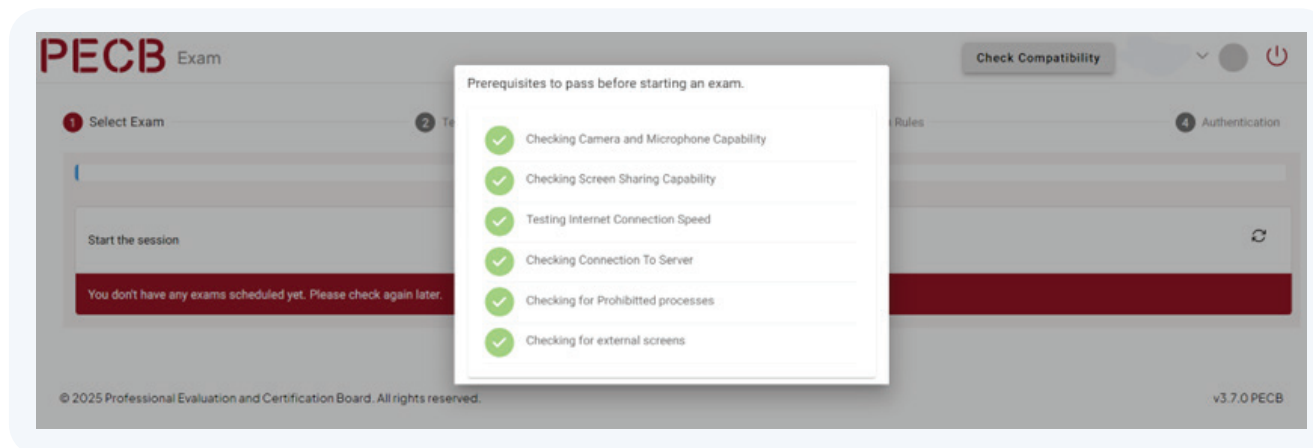
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Check System Compatibility

- Inside the application, locate the **“Check Compatibility”** button in the top-right corner of the screen.
- Click it to run a system check.



All system checks must display **green indicators**, confirming that your device meets the technical requirements for the online exam.



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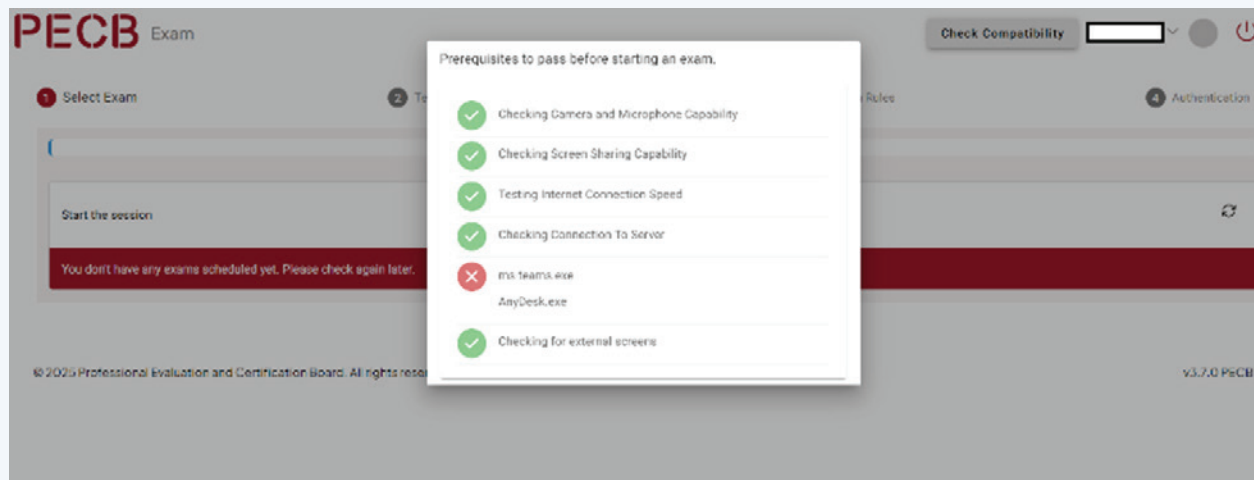
Troubleshooting Compatibility Issues

If **any of the checks are not green**, even though you've met all technical requirements, take a **screenshot** of the issue and send it to support@pecb.com for assistance

Important Note:

If you see an **"X" icon** next to any open applications or browsers, it means those programs must be closed before joining the exam session.

The exam will **not start** if the system detects other applications running in the background.



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The PECB Exams application is available on Windows (8, 10, and 11) and MAC OS. There are specifications when examinees use personal or work devices.

Note: Please make sure to quit any remote desktop/remote access applications such as the ones listed below:

1. Personal Devices

Considering that the application blocks other computer resources when launched, it is recommended to launch the application using a private computer rather than one belonging to a domain network (e.g., an office network). However, if the examinees use a personal device in a domain network, contact the Systems Administrator to have the PECB Exams application marked as safe on any software and hardware that might cause any interruptions before launching it. Otherwise, the examinees will not be able to sit for the online exam. Software/hardware categories that might block PECB Exams from launching or running include:

- Firewalls
- Anti-Viruses
- Pop-up Blockers

2. Work Devices

If the examinees are using a device that belongs to a domain network, they should contact their Systems Administrator to have the PECB Exams application marked as safe on any software and hardware that might cause any interruptions before launching it. Otherwise, the examinees will not be able to sit for the online exam. Software/hardware categories that might block PECB Exams from launching or running include:

- Firewalls
- Anti-Viruses
- Pop-up Blockers

Note: Please make sure to quit any remote desktop/remote access applications such as the ones listed below

- AnyDesk – AnyDesk.exe/GDI+Window(AnyDesk.exe)
- TeamViewer tv_w32.exe
- Microsoft Remote Desktop Services/Remote Desktop Connection mstsc.exe Quick Assist
- ConnectWise Control – LTSVC.exe
- Remote Utilities – rutview.exe

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- Getscreen.me – getscreen.exe
- AeroAdminTrayWnd – AeroAdmin.exe
- Iperius Remote – IperiusRemote.exe
- Quick Assist – quickassist.exe
- ShowmyPC 3602 – SMPCSetup.exe
- DesktopNow – desktopnow.exe
- Beamyourscreen-host – beamyourscreen-host.exe

When to contact the Internet Service Provider (ISP)?

For the remote invigilator to access the examinee's webcam feed through the PECB Exams application, the ports below should be open:

Protocol	Receiving	Port	Way Remote Host
TCP	12345, 12346	Out	34.195.204.189, 34.194.156.156
UDP	3478, 5349	Out	34.195.204.189, 34.194.156.156

If these ports are not open by default, the examinee must contact their ISP or System Administrator to open them, to launch the PECB Exams application.

Below is a list of ISPs in different countries that block the PECB Exams application from using the abovementioned ports:

COUNTRY	LIST OF ISPs
Belgium	Proximus
Bangladesh	Grameenphone, Robi, Banglalink, D-NET

Examinees using the service of the ISPs listed above are advised to contact them and provide the ports TCP and UDP (see picture above) in order to be able to sit for the online exam through the PECB Exams application.

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3. General requirements

Requirements	Minimum Requirements
Screen	The display must measure 24.6 cm (9.5 inches) diagonally and support a resolution of at least 1024 x 768 at 32,000 colors.
Keyboard	A physical keyboard (wired or wireless) is required for desktop computers.
Pointing device	Mouse, trackpad, touchpad, touch screen, or other pointing devices that are familiar to the examinee.
Network	The device should be connected to the internet with at least 1 Mbps upload and 1 Mbps download.
Webcam	Minimum video resolution of 720p with a frame rate of 30 fps.

4. Technical requirements for Windows & MAC OS:

To launch and work effectively, the PECB Exams application requires the following:

- A minimum of 200 MB of available space
- A webcam
- A microphone & Internet access (a minimum of 1 Mbps upload/1 Mbps download)
- Ping (latency) below 200 ms
- Ports opened for installed applications: 80 and 443

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Exam Tips

Examinees should:

- Get more information on the exam format, duration, and any specific requirements via [List of PECB Exams – PECB Help Center](#)
- Double-check the exam date, time, and time zone to avoid missing the exam.
- Ensure the computer or device is in good working condition.
- Test the internet connection to ensure it is stable and fast enough for the online exam.
- Review all provided instructions and guidelines for the online exam.
- If examinees encounter technical issues or have questions during the exam, they can use the “Need Help” button to contact the remote invigilator.
- If they get stuck on a question, mark it for review and move on. They can come back to it later.
- Pay attention to the remaining time available to complete the exam.
- There are no penalties for answering questions incorrectly; therefore, examinees should aim to answer as many questions as possible. Before submitting, review all the answers to catch any errors.

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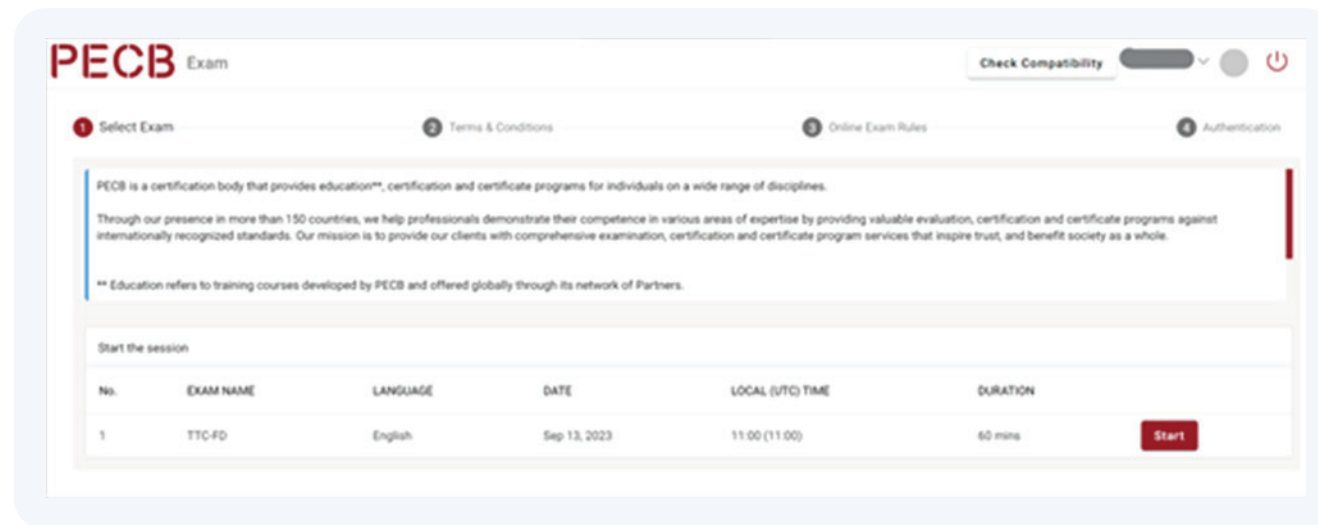
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After logging in, examinees will find a list of their approved online exams. The list includes essential details such as the exam name, language, duration, start date, and time. The exam start time is always indicated in Coordinated Universal Time (UTC).

To initiate the online exam session, examinees should click the **“Start”** button.



Note: The PECB Exam application allows entry only 30 minutes before the scheduled exam start time. If students attempt to open the exam before this designated time, the start button will remain unclickable. In such cases, examinees should close the application and rejoin when it's time to begin.

During this phase, examinees must agree to the Terms and Conditions before proceeding to the third section, where they can view the Online Exam Rules.

Note: If the Terms and Conditions are rejected, the exam app will not allow the user to move forward, even if the session is closed and rejoined later.

The application then automatically assesses the device's technical capabilities. Once all the checks are displayed as green, indicating that the device meets the technical requirements, the examinees can click the **Next** button.

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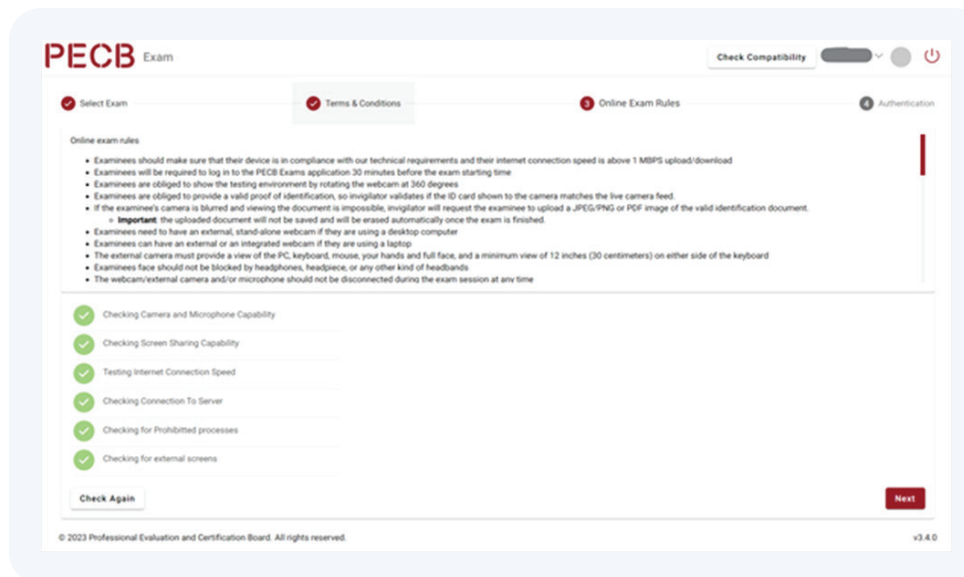
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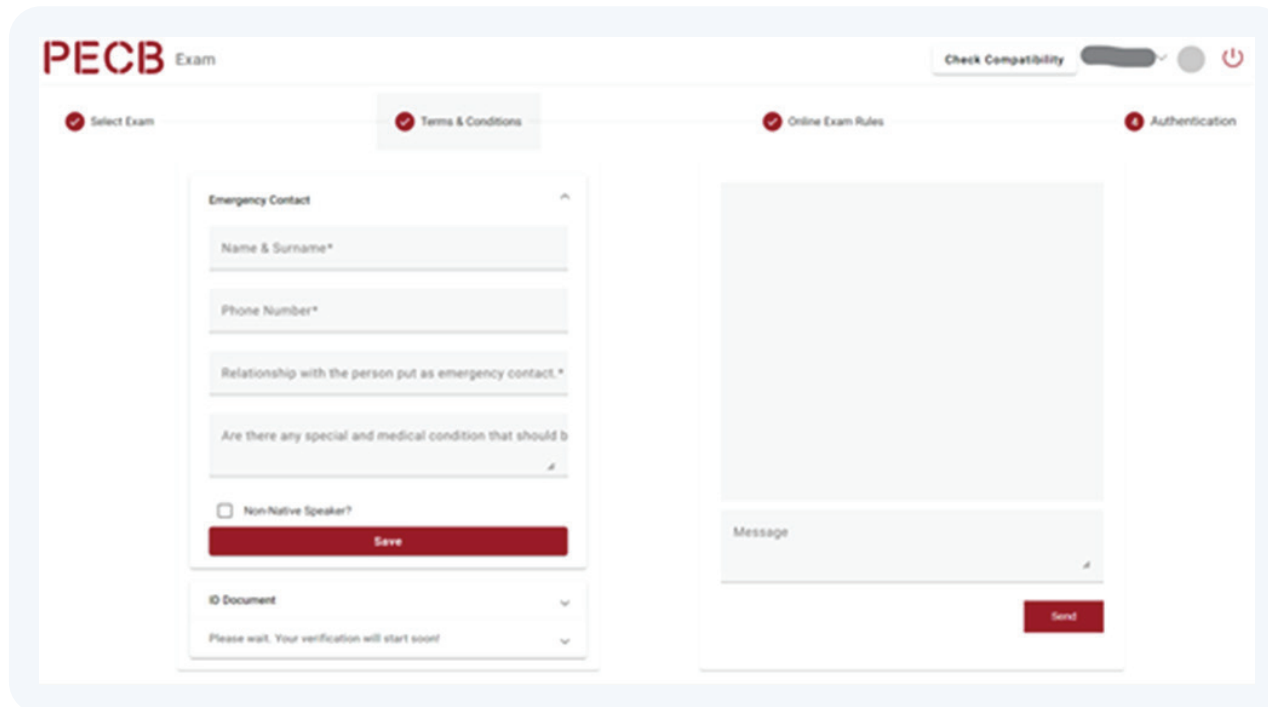
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The last step involves completing the emergency contact form. Additionally, examinees can claim an extra 20% of the total exam duration by selecting the **“Non-Native Speaker”** option, if applicable. Simply click **“Save”** after checking the box to apply this adjustment.



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Uploading the ID Picture

Please note that uploading an ID picture is not required unless specifically requested. If you are asked to upload an ID, ensure you follow these guidelines:

Accepted ID Documents: A list of accepted ID types can be found below.

The diagram consists of two rounded rectangular boxes side-by-side. The left box has a red border and a red circle with a white 'X' in the top-left corner. It is titled 'NOT ACCEPTED' in red. Below the title is a bulleted list of ID types that are not accepted. The right box has a green border and a green circle with a white checkmark in the top-left corner. It is titled 'ACCEPTED' in green. Below the title is a bulleted list of ID types that are accepted.

NOT ACCEPTED	ACCEPTED
<ul style="list-style-type: none">• Employee Identification Card• Student Identification Card• Professional Membership Card• Retail or Wholesale Membership Card• Other Membership Card with your frontal picture	<ul style="list-style-type: none">• Passport• Nation ID• Driver's License

Sensitive Information: When capturing the ID image, make sure to cover or blur personal details such as:

- Personal Number
- Residence Address
- Day and Month of Birth
- Place of Birth
- Gender
- Height
- Weight
- Eye Color

ID Upload Requirements:

- Ensure the ID is valid and not expired.
- The entire document must be clearly visible, in focus, and fully captured (do not cut off any corners or edges).
- Only hide or blur the sensitive information listed above; do not blur any visible information that is necessary.

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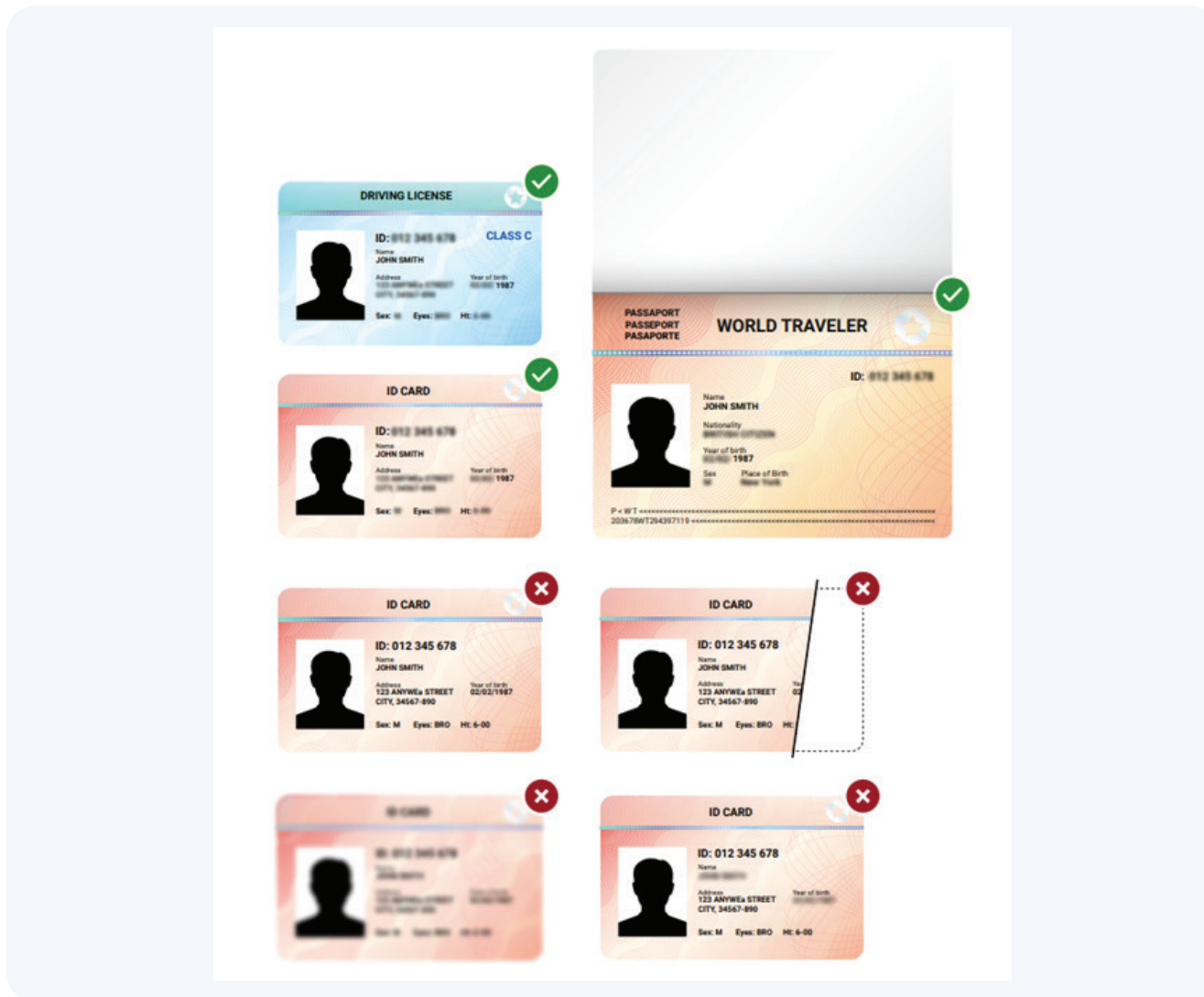
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Failure to meet these criteria may result in the rejection of your application.

Mandatory Information on the ID: The ID must contain the following details:

- Full Name
- Year of Birth (Day and Month of Birth should not be visible)
- Expiration/Validity Date
- A clear photo of the individual

Please ensure all requirements are carefully followed to avoid delays or rejections.



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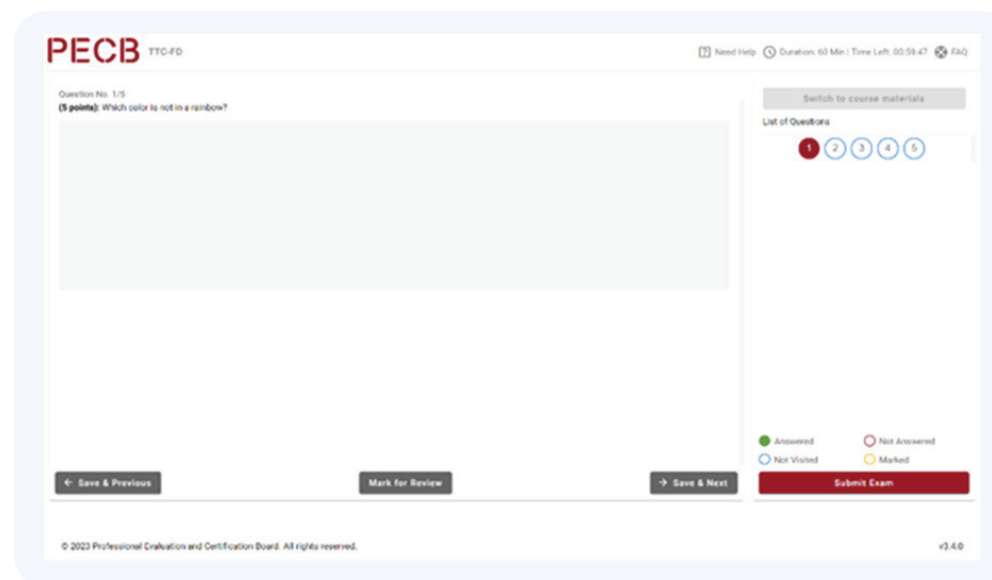
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Question panel

In the main section of the interface, examinees see the questions one at a time. They can navigate between questions using the **“Save and Previous”** and **“Save and Next”** options or by selecting a specific question number from the question panel. Questions can also be flagged for a later review by clicking **“Mark for Review.”**

- The unanswered questions will be displayed in light blue
- The answered questions will be displayed in green
- The questions marked for review will be displayed in orange
- Unanswered questions will be displayed in red

Note: For an answer to be saved, the examinees should always click the **“Save and Previous”** or **“Save and Next”** buttons.



If the exam is **open- book**, the examinees will be able to access the training materials by clicking the **“Switch to course materials”** button.

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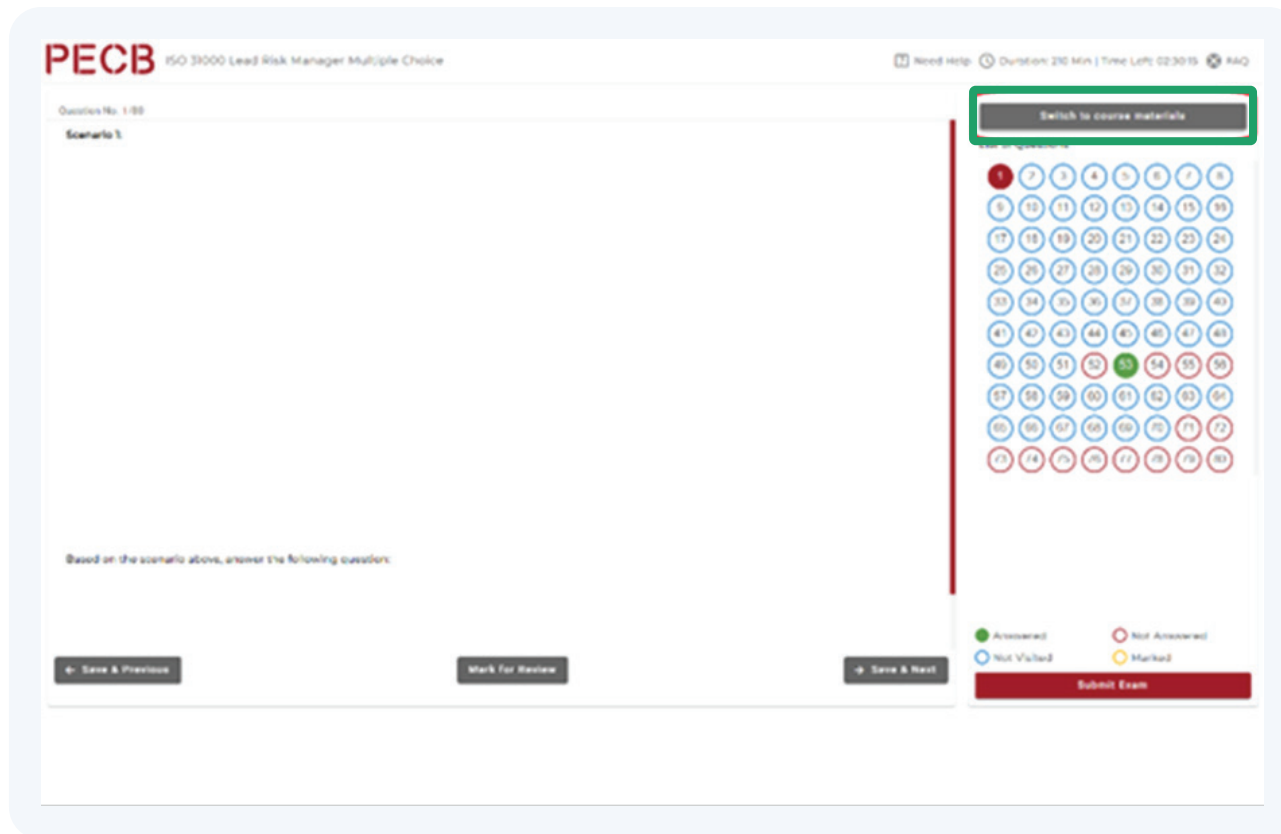
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Important: If the examinees do not have any materials assigned for the specific exam they are taking, the **Switch to Course Materials** button will not be visible.

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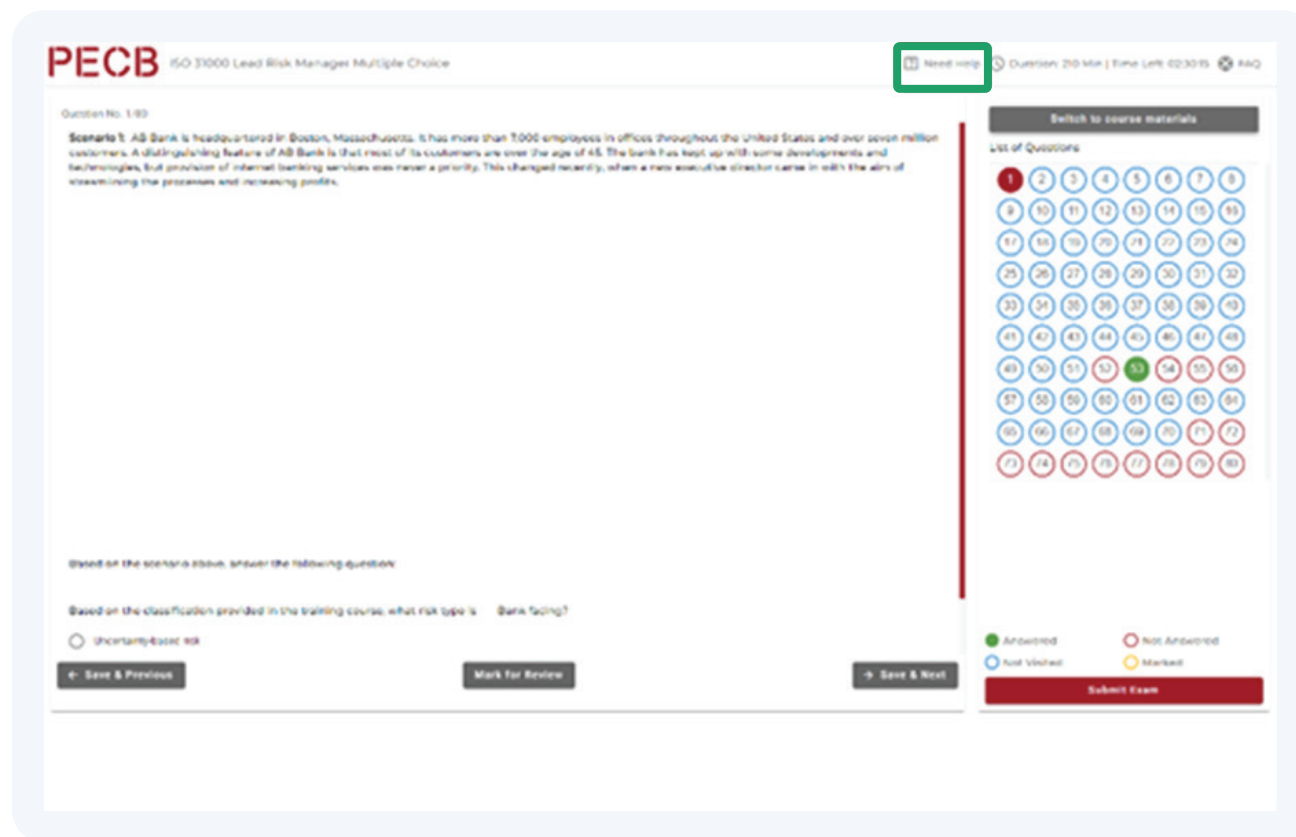
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If the examinees encounter technical issues, need assistance, or require restroom breaks, they can communicate with the invigilator by clicking the **“Need Help”** button.



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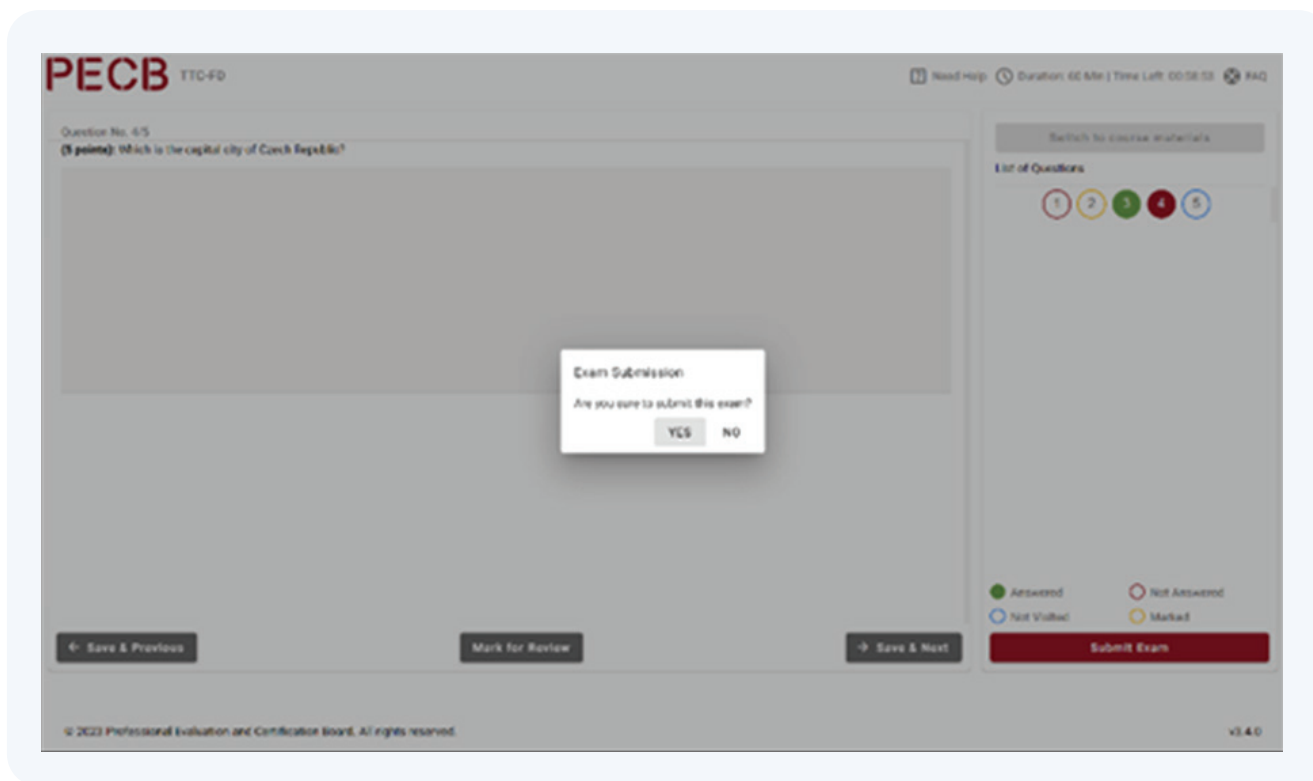
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Submitting the exam

To complete an online exam, examinees should click the **Submit Exam** button. After this action is completed, the system will then ask for confirmation regarding the decision to submit the exam.



Note: Please be aware that the invigilator retains access to the examinee's camera feed even after the exam has been submitted. To ensure privacy, it is imperative to close the application immediately after submitting the exam.

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Joining the Online Session

When joining the online session, the examinees will go through a verification process. If examinees find themselves temporarily on hold during this stage, there is no cause for concern, as it is a standard part of the process.

Verification process:

- A remote invigilator will initiate contact with the examinees during this phase.
- The invigilator will request a 360-degree view of your surroundings via your camera, as well as the presentation of a valid ID document. During this process, ensure that all sensitive information, as outlined in section 7.1, is properly concealed when displaying your ID.
- If the camera quality is insufficient, the examinees can upload a picture of their ID card. To facilitate this process, examinees are advised to have a JPEG/PNG or PDF image of their ID card ready before entering the online session.

It is important to note that any uploaded documents will be automatically erased after the exam session ends.

During the Exam

After successfully completing the verification process, the examinees will be accepted into the exam session. Throughout the exam, a remote invigilator will closely monitor the proceedings.

During the exam:

- The remote invigilator will always be present to ensure the exam session's integrity.
- The examinees can use the chat box provided within the exam application to ask questions or request assistance as needed.
- The invigilator will be available throughout the exam session, ready to provide technical assistance if required.

Please be aware that the PECB remote invigilator will not engage in any discussion or comment on exam questions or answers before, during, or after the exam session. Additionally, they will not provide any form of exam aid during the session. Their primary role is to oversee the process, ensure its integrity, and offer support when needed.

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Examinees must:

- Ensure that their device meets the technical requirements, and their internet connection speed is above 1 MBPS upload/download (see 3.3 General requirements).
- Log in to the PECB Exams application 30 minutes before the exam starts.
- Show their surroundings by rotating the webcam 360 degrees.
- Provide a valid proof of identification so the remote invigilator can verify if it matches the candidate's live feed.
- Have an external, stand-alone webcam if they are using a desktop computer.
- Examinees are permitted to use their laptop's integrated camera for the exam, provided their laptop is equipped with one.
- Show the PC, keyboard, mouse, hands, full face, and a minimum view of 12 inches (30 centimeters) on either side of the keyboard when using an external webcam.
- Ensure that their webcam is always focused on them.
- Ensure that video and audio devices are enabled and always running.
- Ensure that the exam room is appropriately lighted.
- Be alone in the room during the exam session.
- Ensure that they use only the permitted documents during open-book exams.
- Be prepared to rotate their camera 360° upon request from the remote invigilator at any point during the exam session.

Examinees must not:

- Wear headphones, a headpiece, or any other kind of headbands.
- Disconnect their webcam/external camera and/or microphone during the exam session at any time.
- Lean out of the camera view during the exam session .
- Use dual monitors.
- Read aloud the content of the exam.
- Receive any kind of communication from anyone during the exam.
- Leave the testing area except for restroom breaks.
- Eat, drink, or smoke (except water, which, if required, should be in a plastic bottle with no label).
- Use any electronic devices, such as cell phones, and tablets.
- Wear coats, scarves, hats, or outdoor wear, during the exam (exemptions may apply for religious reasons).
- Leave the testing area (the only time you they may leave the examination room with the intention of returning is to use the restroom).
- Consult any document when taking closed-book exams .
- Use any form of communication tools such as social media, chat rooms, or email, nor are they allowed to access search engines or browse other websites during the exam.
- Use a pen or any physical writing instrument during the exam.

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Important Notice Regarding Exam Integrity

Any candidate found engaging in dishonest behavior during the exam will have their exam immediately terminated. This includes, but is not limited to:

- The use of external tools, such as ChatGPT or other AI applications.
- Recording the exam or taking screenshots of exam questions.

The invigilator has the authority to terminate the exam without prior notice if any of these actions are detected.

Additionally, regardless of whether the candidate is sitting for their first attempt, they will not be granted a second attempt, even if such a reattempt is offered free of charge.

Other rules:

- The examinee's screen will be shared with the remote invigilator during the exam.
- Examinees can begin the exam exactly at the scheduled start time. Once the session begins, the countdown timer will start immediately.
- Reading the exam aloud is prohibited.
- If examinees are out of the room or appear offline (internet connection loss) for more than ten (10) minutes, their examination will be terminated. During this time, the remote invigilator will try to contact the examinee via chat. In case the examinee does not respond, the invigilator will terminate the exam. The examinee will be contacted by the PECB Examination Department within 48 business hours after the termination to finalize the examination process.
- In an emergency, examinees must follow the instructions given by the invigilator.
- For open-book exams, examinees are allowed to use the following reference materials:
 - ◊ A hard copy of the main standard
 - ◊ Training course materials (accessed through the PECB Exams app and/or printed)
 - ◊ Any personal notes taken during the training course (accessed through the PECB Exams app and/or printed)
 - ◊ A hard copy dictionary
- The room/environment in which the examinees will be taking the exam must be clutter-free.
- The setup must be clutter-free and must consist of only one computer, one monitor, one keyboard, and one mouse.
- The examinee is entitled to a 5-minute restroom break once.

If you need additional assistance in preparing for a PECB online exam, please to contact us at online.exams@pecb.com, submit a ticket through the [PECB Help Center – How Can We Help You?](#), or reach out to our chat support.

Examinees can also use the same email address online.exams@pecb.com to provide feedback. PECB appreciates the contribution of examinees and is committed to making their online examination journey as smooth and effective as possible.

PECB

If you need further assistance, please contact the PECB Customer Service department at support@pecb.com or drop a service Ticket at our Help Center.

