

# APMG International Candidate Guidance

## Online Exam Registration for Online ProctorU Exams

## Overview

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

For all online exams taken through APMG International you first have to create an account on the APMG International Candidate Portal and then register for the actual exam session/s prior to the exam/s being sat.

Your exam results, electronic certificates and digital badges will also be published on your Candidate Portal account for all exams taken through APMG International. Please ensure to consistently use the same email address for all exams booked with APMG International, preferably a private email address that will remain valid in case you change jobs in the future.

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

This document describes the process and steps required to create an account on the APMG International Candidate Portal and how to register for your Online ProctorU Exam.

APMG International's contact information is provided at the end of this document in case you have questions or need any support.

## Candidate Registration Process

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

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

To resend the registration email, please navigate to the following website

<https://candidateportal.apmg-international.com>

enter your email address that was used by your training organisation for booking your exam and click "Send a Link". This will re-send the registration email to you. Once you receive the registration email, click the link contained in it to register on the APMG Candidate Portal.

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

the chat option on the Candidate Portal or call us at:

UK - **01494 452 450**  
US - **1-855-773-3403**  
CAN - **1-855-898-0575**  
Aus - **1800 170 920**

From all other countries dial **+44 (0) 1494 452 450**.

Press option 3 for technical assistance.

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

To **get started** click the link in the email you received and create an account on the APMG International Candidate Portal as requested. Returning candidates do not need to create a new account, they can log back into their existing account if the new exam has been booked under the same email address as previous exams. However, returning candidates also have to register for any new exam session.



### Exam registration required

Hello Candidate,

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

Approved Organisation:	APMG Benelux
Booking Ref:	UATTEST-PRAXIS-PU-26032020
Exam(s):	Praxis (1) Foundation
Expiry Date:	31 Mar 2020 23:45

Please follow these steps:

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

**To get started, click here**

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

Regards  
APMG International

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

UK: 01494 452 450  
US: 1-855-773-3403  
AU: 1800 170 920  
CA: 1-855-898-0575  
BR: +55 11 3172 5558  
All Other Countries: +44 (0) 1494 452 450

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

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

To ensure delivery to your inbox (not spam or junk folders), please add [donotreply@apmg-international.com](mailto:donotreply@apmg-international.com) to your whitelist (allow emails).  
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HP13 8DG

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

APMG International

Exams Log In Contact APMG English -

### Create an account to enter your Portal

Email

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

Password

Confirm

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

Memorable date

Memorable word or pin

Create your account with the Portal

**Help**  
If you are having trouble accessing this portal or with any other online issue, please contact us

**Remember**  
If you are using a public computer, please remember to logout from any portals you have used

### Create an account to enter your Portal

Email

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

Password

Confirm

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

Memorable date

Memorable word or pin

Create your account with the Portal

**APMG will use the memorable date and memorable word or pin to identify you should you need to contact us, so please make sure to keep that data in mind!**

Once your account has been created you will be sent an email to confirm that your APMG Candidate Portal account has been created. Please check your junk email or spam folder if necessary.



### Your APMG Candidate Portal Account Has Been Created

Dear Candidate APMGTEST,

This is to confirm that you have set up your **Candidate Portal** account with APMG-International.

The Candidate Portal URL is <https://candidateportal-azuat.apmg-international.com/> and your username is [apmgub29+CANDIDATE-TEST@gmail.com](mailto:apmgub29+CANDIDATE-TEST@gmail.com).

Where applicable, here you will be able to:

- Start online exams
- Update your personal details and preferences
- View your results and feedback
- Download electronic certificates
- Create and View Digital Badges

Digital Badges are available for eligible qualifications, can be added to your online CV and shared on social media. To find out more and get the recognition you deserve, [click here](#).

**Claim your APMG digital badge in 3 EASY steps...**

- 1 Create my badge in the APMG Candidate Portal
- 2 Accept my badge in Acclaim
- 3 Share my success

apmg-international.com/ShareYourSuccess

APMG International  
#ShareYourSuccess

You can also share your success on various social media sites directly from your Candidate Portal. Look for the social sharing icons!

Regards  
APMG International

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

- UK: 01494 452 450
- US: 1-855-773-3403
- AU: 1800 170 920
- CA: 1-855-898-0575
- BR: +55 11 3172 5558
- All Other Countries: +44 (0) 1494 452 450

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

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

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

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

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

The screenshot shows the APMG International website interface. At the top, there is a navigation bar with 'Exams' and 'Badges' on the left, and 'Candidate', 'Contact APMG', and 'English' on the right. The main content area is titled 'Exam Registration - Step 1 of 4' and contains a 'Personal Details' section. A note states: 'Please note that the Scheme Owner has mandated these fields for all candidates sitting these examinations. If this information is not provided, APMG will be unable to release the results of the examination.' The form includes the following fields: 'Title' (empty), 'First Name \*' (containing 'Candidate'), 'Middle Name' (empty), 'Last Name \*' (containing 'APMGTEST'), 'Email \*' (containing 'apmgub29+CANDIDATE-TEST@gmail.com'), and 'Telephone Number \*' (empty). A 'Next' button is located at the bottom right of the form.

**Please ensure to add any academic titles that you would like to be printed on your certificate into the field “First Name” or “Last Name”, e.g. Professor, Dr., etc.**

Address Details

Country \* Netherlands

house name, street or postcode

lookup

**Address** If business address, please enter full company name in address line 1

\* APMG-Benelux

clear

Huizermaatweg 29

Town/City \* Huizen

County/State

Postcode/Zip \* 1273 NA

Previous

Next

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

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

### Employer

**Employer**

### Industry

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

**Industry Sector** \*

### Preferences

**Method of contact** \*

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

- Name on certificate** \*
- Last Name / First Name / Middle Name
  - First Name / Middle Name / Last Name
  - Last Name / Middle Name / First Name

Previous

Next

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



### Confirmation of Successful Candidate Register Preference

If you do want your name to be included on the online [Successful Candidate Register \(SCR\)](#) please place a tick in the box below.

- I do want my results included on the online successful candidate register

### Data Protection Statement

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

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

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

In some instances, the Scheme Owners and APMG would like to use this information to contact you with regards to offers or updates they believe will be of use to you. If you **do** wish to be contacted about anything other than the exam, please tick the box(es) below.

- I have read and agree to the terms within the [Data Protection Statement](#)
- I do wish to be contacted by APMG with offers or updates other than to do with the examination(s) taken
- I do wish to be contacted by the Scheme Owner with offers or updates other than to do with the examination(s) taken

### Declaration


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

- Praxis (1) Foundation

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

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

Name \*

Date \*  

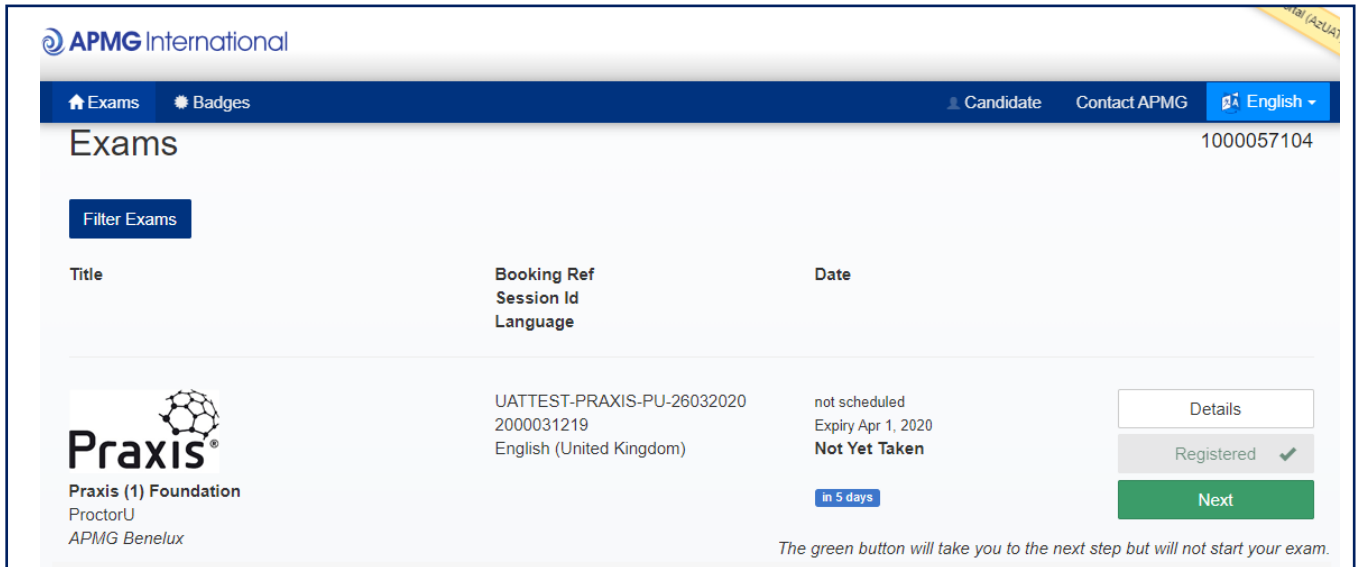
- I have read and agree with the [Terms and conditions](#)

[Previous](#)

[Complete Registration](#)

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

Afterwards, your exam session/s will be visible on the Candidate Portal and show as “Registered”. At this point of time, the exam status shows as “not scheduled”.




APMG International

Exams | Badges | Candidate | Contact APMG | English

## Exams

1000057104

Filter Exams

Title	Booking Ref Session Id Language	Date	
 <b>Praxis (1) Foundation</b> ProctorU APMG Benelux	UATTEST-PRAXIS-PU-26032020 2000031219 English (United Kingdom)	not scheduled Expiry Apr 1, 2020 <b>Not Yet Taken</b>  in 5 days	<a href="#">Details</a> <a href="#">Registered</a> ✓ <a href="#">Next</a>


The green button will take you to the next step but will not start your exam.

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

APMG International

Exams Badges Candidate Contact APMG English

## Exams > Praxis (1) Foundation



### ProctorU Exam Instructions

APMG-International is proud to offer online exam proctoring with ProctorU!

#### Getting Started

#### PREPARE

It is important that you meet our secure exam environment conditions. Do this by following the instructions, failure to do so may result in your exam being voided or you may experience technical issues which will prolong and interfere with the process.

Minimum requirements  
Exam Readiness Guide  
Equipment Test  
Frequently Asked Questions

Note: Currently you **DO NOT** need to download the ProctorU extension. All appointments must be scheduled/re-scheduled and cancelled from this page using the calendar below. Your Proctor cannot make any changes to your scheduled appointment. You will be charged a fee if you miss your scheduled exam, to avoid the fee we require 24 hours' notice for any appointment changes or cancellation.

ProctorU advises against using corporate network connections. Corporate networks often have strict security settings that prevent ProctorU from remotely connecting to your computer. If you must use a corporate environment, you should connect to a "guest" network but be prepared for additional troubleshooting. If a guest network is unavailable or the connection to ProctorU still doesn't work, you should consider using a different network and/or computer. Personal computers from a home network are preferred. Permission to download and run executable files from the internet is required.

UK TalkTalk customers need to contact TalkTalk in advance and request that they temporarily disable HomeSafe scam protection as this currently blocks all remote control software so will prevent ProctorU from connecting to your computer.

Adobe Flash is required and can be downloaded here. This add in will need to be enabled, more information can be found on this website.

If you have any questions, problems or concerns at any stage please contact the APMG Technical Helpdesk by using the live chat button in lower right-hand corner of this page.

#### SCHEDULE AN EXAM

By using the calendar below you can select an available timeslot for your exam. The timeslots are automatically indicated in the local time of your computer. Once scheduled you will be sent a confirmation email from APMG Support - Donotreply@apmg-international.com. Please check your spam folder if this email does not appear in your inbox. We recommend adding your appointment to a calendar.

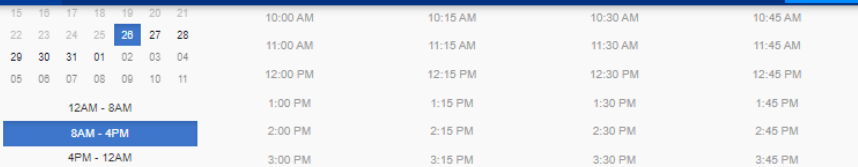
On the day of your exam, return to this page 15 minutes before your scheduled appointment. When the countdown completes the 'Connect to your Proctor' button will be active. Click 'Connect to your Proctor' to begin.

You will be redirected to ProctorU's website, here you will see 'Click to Download' - Clicking this button will download the remote control software ProctorU use, LogMeIn. The downloaded file is usually saved in your downloads folder and should appear at the bottom left of your browser. Open this file and you will be connected to your Proctor who will lead you through the rest of the process.

The exam timer does not start until ProctorU enter you into your exam. On average it takes 20 minutes for ProctorU to go through their checks before starting the exam.

#### 1. Schedule your exam

Time Slot for Thursday 28 Mar 2020 (based on local to your browser) UTC+01:00 (CET)



APMG International

Exams Badges Candidate Contact APMG English

You will be charged a fee if you miss a scheduled exam. This is currently 21.00 EUR but is subject to change. We require 24 hours' notice for any appointment changes or cancellation.

#### 2. Prepare for your exam

The automated equipment check does not guarantee your equipment's functionality on the day of your exam. Blocked ports and security firewalls may inhibit your ability to connect to a Proctor. We recommend you also run this just before your exam.

[Test your equipment](#)

#### 3. Take your exam

Please schedule your exam above

#### Candidate Checklist

- Ensure you meet ProctorU's [Minimum requirements](#) and have followed the [Exam Readiness Guide](#).
- Clear your desk before connecting to your Proctor.
- Have a small mirror with you or nearby.
- Have your valid photo ID ready before you connect to your Proctor.
- Make sure your internet connection is fast and reliable. A network cabled connection is preferred.
- Disconnect any duplicate displays.
- Turn off all mobile devices and find a comfortable, quiet spot in a well-lit room.
- Make sure to close out of all programs, applications, and websites that do not relate to the exam.
- No-one else can be in the room unless previously agreed with APMG and ProctorU - If someone enters unexpectedly you can let them know that you are in an exam and that they must leave. You may not have a full conversation with them as this risks your exam being voided.

Note:

- If at any stage during your exam you are disconnected from your Proctor or have any problems entering your exam, please contact APMG for assistance.
- Once your exam is complete you need to inform the Proctor via the chat window so they can witness the exam submission. Failure to do so may result in your exam being voided.
- While ProctorU try to ensure that only one Proctor is involved throughout the process, you may be transferred to a new Proctor or Advocate.
- Your Proctor may be proctoring other candidates at the same time as you.

Frequently asked questions

- › What is ProctorU?
- › How do I get started?
- › Can I change the start time of my exam?
- › What happens if I miss my exam slot?
- › Will I be billed for my exam?
- › How do I know if my computer is compatible with ProctorU?
- › Can I take my exam at work?
- › When should I arrive for my exam?
- › What do I need to bring with me on the day of my exam?
- › What do I do at the time of my exam?
- › What should I expect on the day of my exam?
- › My exam has a time limit. Does the exam time start as soon as I connect to the Proctor?
- › What are the exam conditions?
- › What will be downloaded to my computer?
- › Are breaks allowed during my exam?
- › Am I allowed to take notes during my exam?
- › Will the Proctor be able to access my computer files without my knowledge?
- › Where can I find ProctorU's Privacy Policy, Terms of Service and Accessibility Statement?
- › How long will it take for my exam result to be released?
- › How can I claim my digital badge?
- › I don't see my question on the list. How can I get more information?
- › How can I provide feedback?

Further resources

- Sample Exams

### Step 1 - Scheduling your exam with ProctorU

You will need to create an individual appointment with ProctorU using the calendar and available timeslots. Available timeslots show in bold, unavailable timeslots will be disabled and greyed out. You can book any available timeslot up to the expiry date of your exam. The times displayed on the portal are based on your computer's time zone. After selecting a suitable timeslot and clicking the 'Schedule Exam' button, the appointment will show as scheduled and you will now see a 'Reschedule Exam' button along with a button enabling you to add the appointment to your calendar in Gmail, Outlook and iCal. Once you have scheduled your exam, a countdown to the time of your exam appears. When this countdown has finished, you will be able to click the 'Connect to your Proctor' button and this will open ProctorU for you.

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

**We require 24 hours' notice for any appointment changes or cancellations free of charge. You will be charged a fee if you miss a scheduled exam.**

1. Schedule your exam

✓ Your exam: **Monday 30 Mar 2020 9:00 AM**. Duration (in minutes): 75  
 (time is local to your timezone: UTC+01:00 CET)

Add To Calendar +
Reschedule Exam
Cancel Scheduled Exam

You will be charged a fee if you miss a scheduled exam. This is currently 21.00 EUR but is subject to change.  
 We require 24 hours' notice for any appointment changes or cancellation.

## Step 2 – Read ALL instructions and the FAQs in preparation for your exam and test your equipment

The automated equipment check does not guarantee your equipment's functionality on the day of your exam. Blocked ports and security firewalls may inhibit your ability to connect to a Proctor. We recommend you also run this check just before your exam.

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

At the time of your scheduled appointment you need to return to the Candidate Portal, log in and click 'Next':



The screenshot shows the 'Exams' section of a candidate portal. At the top right, the ID '1000057104' is displayed. Below the title 'Exams' is a 'Filter Exams' button. The main content is a table with columns for 'Title', 'Booking Ref', 'Session Id', 'Language', and 'Date'. The exam details are: Title: Praxis (1) Foundation, ProctorU, APMG Benelux; Booking Ref: UATEST-PRAXIS-PU-26032020; Session Id: 2000031219; Language: English (United Kingdom); Date: Mar 30, 2020 (highlighted in yellow), with an expiry of Apr 1, 2020 and status 'Not Yet Taken'. A 'Details' button is next to the date. Below the table, a green 'Next' button is highlighted, with a 'Registered' status and a checkmark. A note at the bottom right says: 'The green button will take you to the next step but will not start your exam.'

The scheduler will display a countdown towards the start of your scheduled exam time:



The screenshot shows a countdown screen for the exam. It features the heading '3. Take your exam' and a large clock icon with the text 'in 4 days'. Below this is a green button labeled 'Connect to your Proctor' with the note '(enabled when the countdown completes)'.

The 'Connect to your Proctor' button will be enabled 15 minutes before the start time of your exam, so click this and follow the onscreen instructions to connect with Proctor. The Proctor will request permission to your computer so they can take control and log you into your exam.

### Please also check with your Proctor:

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

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

Your exam results and electronic certificates will be published to your Candidate Portal account once your exam has been processed by APMG and your training provider has released your result and certificate.

You can also share your exam success on various social media sites by creating your Digital Badge directly from your Candidate Portal account.

## **Contact APMG International**

If you require any assistance, please contact us via the chat on the APMG Candidate Portal or call us using the relevant telephone number below or email [help@apmg-international.com](mailto:help@apmg-international.com) and we will call you back.

UK - **01494 452 450**  
US - **1-855-773-3403**  
CAN - **1-855-898-0575**  
Aus - **1800 170 920**

From all other countries dial **+44 (0) 1494 452 450**

Press option 3 for Technical assistance.

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